

M e m o r a n d u m

Date: August 6, 2008

To: Central Division Investigative Services Unit

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Field Support Section

File No.: 065.A04717.065.Chpt 8 Eval412

Subject: INVESTIGATIVE SERVICES UNIT EVALUATION

Enclosed is the final report resulting from the Investigative Services Unit evaluation conducted May 12 - 16, 2008, in accordance with HPM 81.1, Chapter 8. Once you have completed your review of the report, please sign where indicated on the first page, and return a copy of the signed report to Field Support Section, attention Lieutenant Chris Costigan.

If you have any questions regarding this matter, please contact me or Lieutenant Chris Costigan at (916) 445-0752.



M.J. BRUNET
Captain

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

AREA	DIVISION	NUMBER
Central ISU	Central	412-2008-01
EVALUATED BY	DATE	
Lieutenant C. Costigan, Field Support Section	05/12/2008	

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE	
<input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Self			
FOLLOW-UP REQUIRED		COMMANDER'S SIGNATURE	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Correction Report BY <u>M.P. Bishop</u> DATE <u>12-1-08</u>	
DIVISION MANAGEMENT		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>
		CORRECTED <input type="checkbox"/>	

1. Does the Special Services Commander oversee the Vehicle Ownership Security Program? ☒ Yes ☐ No

2. What is the chain of command in the ISU? The Central Division chain of command includes the Assistant Chief, Special Operations Commander (Captain), Lieutenant, and Sergeant.

There are four task forces operating within Central Division. Stanislaus county (StanCATT) has one Lieutenant, one Sergeant, and two investigators. Tulare county (T-RATT) has one Lieutenant, one Sergeant, and two investigators. Kern county (KernCATT) has one Lieutenant, one Sergeant, and 2 investigators. Fresno county (Fresno HEAT) has five investigators.

3. Is Division Management Actively Involved? ☒ Yes ☐ No

4. What operational considerations are unique to the ISU? Four task forces (Fresno HEAT; Tulare County (T-RATT); Kern county (Kern CATT); Stanislaus county (StanCATT)). There is also an Ag Crimes Task Force in the valley, with one fulltime investigator. The Division is geographically spreadout necessitating assignment of investigators to Area's. Due to attrition of non-uniformed personnel, many administrative duties are performed by uniformed personnel, and the ISU Sergeant has administrative responsibilities.

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

5. How are program responsibilities distributed among the assigned personnel? There are two investigators assigned to Bakersfield, one to Visalia; two to ISU; two to Madera, and one to Merced. There is one vacant position in Madera. There is one investigator assigned to Tax Seizure and General Support duties. There are two Salvage officers. One of these officers covers the north county and the other the south county.

6. How are assigned personnel selected? When openings occur, an MJS is sent out, application/resumes accepted, and interviews conducted. Consideration is given to applicants with demonstrated interest in vehicle theft, and those with investigative experience. Temporary assignments are granted upon Area commander approval.

7. How are staffing needs determined? Staffing is determined by statistical data and demonstrated need.

8. Review of county vehicle theft statistics completed? ☒ Yes ☐ No

9. Is adequate clerical support provided? ☐ Yes ☒ No

10. Are Area Commanders kept informed? ☒ Yes ☐ No

11. Do Area Commanders actively support the program? ☒ Yes ☐ No

12. Is Division management aware of current cases and staffing? ☒ Yes ☐ No

13. Are there vehicle theft task forces operating within the Division? ☒ Yes ☐ No

14. Does Division management actively pursue management, supervisory and investigator roles on those task forces? (refer to HPM 81.1, Vehicle Theft Control Manual, Chapter 9) ☒ Yes ☐ No

15. List the task forces and the departmental participation. T-RATT (one Sgt. and two investigators); KernCATT (one Sgt., two investigators); StanCATT (one Lt., one Sgt., two investigators); Fresno HEAT (five CHP investigators, one Allied Agency Sgt., one CHP Lt. with operational oversight); Ag Crimes Task Force (one investigator).

16. Have backfill positions been requested for personnel assigned to task forces? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

INVESTIGATIVE SERVICES UNIT STRUCTURE	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1. How are supervisory functions assigned in the ISU? There is one Sergeant overseeing the functions of the ISU which includes eight investigators (one investigator position remains unfilled at this time), two Salvage Inspection officers, one Tax Seizure officer, one Evidence officer, the Warrant Service Team, the Critical Incident Investigations Team (CIIT), and a retired annuitant with responsibilities for the Foreign Registration Program (CRFR), the 10851 Awards program, and review of the Vehicle Theft Statistical reports (VTIS).			
2. Are there job descriptions for all assigned personnel? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
3. Is the staffing of the ISU adequate? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
4. What is the supervisor's span of control? Supervisory control spans all functions of the ISU, including Warrant Service, the Salvaged Vehicle Inspection Program, the VIN program, Tax Seizure, CRFR, Evidence, Critical Incident Investigations, and ISU investigators.			
5. On what basis are investigators assigned to geographical areas; i.e., caseload, accessibility, geographical barriers, etc.? Personnel are assigned geographically according to caseload and need. It is preferred to keep two investigators in close proximity for officer safety, due to remote locations of many investigations.			
6. Does geographical assignment of investigators match demonstrated vehicle theft problems? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

ISU COORDINATOR'S ROLE		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Is the ISU coordinator a lieutenant or sergeant?	Lieutenant		
2.	Is there an alternate ISU coordinator?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
3.	Does the coordinator have a clear understanding of the Vehicle Ownership Security Program requirements as outlined in Chapter 1 HPM 81.1?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
4.	Does the coordinator understand and actively administer his/her role as defined in Chapter 2 HPM 81.1?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
5.	Is the main emphasis of the ISU focused on investigation and prosecution of professional thieves?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
6.	Do the ISU statistics and cases show assigned personnel are concentrating their efforts on vehicle theft rings, etc.?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
7.	Does the coordinator meet with representatives from private industry having an interest in vehicle theft problems?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
8.	Does the coordinator review statistics and provide comments on demonstrated trends?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
9.	Does the coordinator attend Area office staff meetings?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
10.	Have any goals been set for the coordinator?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
11.	What goals have been set?	A goal consistent with the Strategic Plan has been set (5% reduction in vehicle theft overall). Additional goals have been set including to keep Fresno county out of the top 10 counties for vehicle theft rates, and moving Modesto out of the #1 position for vehicle thefts per capita. The unit would also like to increase business inspections, and task force participation.		
12.	How are the goals set?	These goals are set in response to the Strategic Plan, and by review of VTIS reports and investigative findings.		
13.	Are the goals met?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
14.	Is the coordinator responsible for other Division functions?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
15.	How much time does the coordinator spend on other responsibilities?	The ISU Lieutenant also has responsibility for the Air Operations Program comprising 50% of his time.		
16.	Does the coordinator maintain a distribution schedule to track portable vehicle theft investigator equipment (i.e., laptop computers, cameras, etc.) issued by Enforcement Services Division, Investigative Services Section?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

VEHICLE THEFT SUPERVISOR'S ROLE	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1. How many sergeants are assigned to the ISU? One			
2. What are the sergeant(s) duties? Supervision of ISU Investigators, Warrant Service, Tax Seizure, Salvage, VIN Program, Ag Crimes, 10851 Awards Program, and Evidence.			
3. Is/are the sergeant(s) conducting ride-alongs with assigned personnel?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
4. How is this documented? The ISU Sergeant makes comments on CHP 136 and CHP 118 evaluations.			
5. What are the sergeant(s) training responsibilities? All training is disseminated through the Sergeant.			
6. Does/do the sergeant(s) review all reports submitted by investigators?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
7. Does/do the sergeant(s) meet with vehicle theft units from other agencies?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
8. Is/are the sergeant(s) keeping current on legislation and case law impacting the vehicle ownership program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
9. Are the sergeant(s) CHP 118 comments appropriate and do they reflect the investigator's contributions to the ISU?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
10. Does he/she review the investigator's CHP 136s?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
11. How do investigators report the status of ongoing investigations? Investigators submit weekly email to the Sergeant, and the monthly CHP 136s include case status.			
12. How often are these investigator reports required? Email weekly and case status attached to the CHP 136 monthly.			
13. Is there a backlog of cases?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
14. Is/are the sergeant(s) providing investigators with information on current vehicle theft trends?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
15. Is/are the sergeant(s) actively involved in the management of cases?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
16. Does/do the sergeant(s) encourage a team approach to large or complicated cases?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
17. Does/do the sergeant(s) encourage the development of in-depth investigations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

18. Does/do the sergeant(s) encourage the use and maintenance of informants? ☒ Yes ☐ No

19. Has/have the sergeant(s) received advanced training in the investigative process? ☒ Yes ☐ No

20. Is/are the sergeant(s) familiar with the Vehicle Theft Information System (VTIS) reports? ☒ Yes ☐ No

21. Does/do the sergeant(s) take an active role in coordinating public affairs/news releases? ☒ Yes ☐ No

22. List any additional Division functions for which the sergeant(s) is/are responsible. The ISU Sergeant is responsible for statistical review and analysis, as well as oversight for all administrative functions performed by ISU personnel.

23. How much time is required on these other responsibilities? Approximately 33% of the Sergeant's time is required to complete the administrative duties for the ISU and other programs.

24. Have any goals been set for the sergeant(s)? ☒ Yes ☐ No

25. What are the goals? To see that cases are distributed according to geographic need, and investigations conducted according to established departmental policies. The ultimate goal is to keep the county out of the top 10, increase training, and reduce vehicle theft by 5%.

26. How are the goals set? At the direction of the Special Operations Commander goals are based on past performance and review of VTIS reports.

27. Are the goals being met? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

UNIT OPERATION	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1. What shift hours do the ISU personnel work?	All ISU personnel work Monday through Friday, 0730 - 1600. Occasional schedule adjustments are made based on need. The Tulare County task force alternates their schedule. The Fresno HEAT task force personnel work different schedules due to conflicts between allied agency schedules and MOUs.		
2. What call-out procedures and controls are being used?	All investigators recognize policy which includes all call-outs require Sergeant approval. If contacted directly, calling agency is referred to the Sergeant.		
3. How are vehicles and equipment being assigned; i.e., are there any special or seized vehicles being used in the Division?	No specialized vehicles are utilized by ISU personnel. Equipment is issued based on expertise. The use of a 4-wheel drive vehicle would facilitate cold weather investigations in the higher elevations of the Division.		
4. Who is responsible for the portable vehicle theft investigator equipment issued by Investigative Services Section and vehicle inventory?	Vehicle inventory is handled by Division. The portable equipment for the ISU is handled by the ISU Sergeant.		
5. Who is responsible for the vehicle inventory?	The Division handles the vehicle inventory.		
6. Has the inventory been audited?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
7. Have any discrepancies been noted?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
8. What were the discrepancies?	N/A		
9. Have all the discrepancies been cleared?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
10. Has the ISU fleet had a recent Category Six Inspection per HPG 22.1, Area Resources Management Guide?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
11. Is the Division Chief made aware of newsworthy investigations by the ISU personnel?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
12. Are there procedures in place for disseminating newsworthy information regarding arrests to the media?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

13. When and how was the last evaluation conducted (Enforcement Services Division or self)?

This is the first evaluation

conducted of this ISU.

14. Was there required action as a result of the last evaluation?

☐ Yes☐ No

15. When were corrections made?

N/A

16. Were the results of the evaluation discussed with the ISU personnel?

☐ Yes☒ No

INVESTIGATIVE SERVICES UNIT EVALUATION
Vehicle Ownership Security Program Evaluation Checklist
CHP 450 (New 7-03) OPI 065

IT STANDARDS, OPERATING PROCEDURES AND DIRECTIVES	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1. Is there a system in place for providing training to Area officers? ☒ Yes ☐ No
2. Does the ISU support Area personnel with training and investigative assistance; i.e., call-outs, training day/ briefing presentations and ride-alongs? ☒ Yes ☐ No

3. How often are investigators called out to assist Areas? Every ISU investigator is assigned specific Areas. Investigators respond to requests to assist as deficiencies are found, i.e., scene assists, report writing, evidence collection, etc. Requests come in daily.

4. What is the ISU call-out procedure? All call-outs must be approved by the ISU Sergeant.

5. Are Area personnel used in vehicle theft operations? ☐ Yes ☒ No
6. What are the ISU procedures for conducting search warrants? Investigators write warrants which are reviewed by the Sergeant prior to seeking Judicial approval. Often allied agency teams are utilized in lieu of departmental Warrant Service Teams. Departmental Warrant Service Team deployment requires formalities, including completion of a CHP 413 which requires Division approval prior to service of the warrant. See Summary for additional information.

7. Are search warrants being utilized to facilitate investigations? ☒ Yes ☐ No
8. Are CHP Warrant Service Teams used to execute high risk warrants? ☐ Yes ☒ No
9. Are the ISU personnel following guidelines in General Order 100.84, Warrant Service Program? ☒ Yes ☐ No
10. Are allied agencies tactical teams available to assist with warrant service? ☒ Yes ☐ No
11. Is training provided on building searches? ☐ Yes ☒ No
12. Does the ISU have an evidence room? ☒ Yes ☐ No
13. Is there an evidence officer? ☒ Yes ☐ No
14. Has there been a recent special functions inspection per Chapter 15, HPG 22.1, Area Resources Management Guide? ☒ Yes ☐ No
15. Does the Division have a Standard Operating Procedure on undercover vehicle operation? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION
Vehicle Ownership Security Program Evaluation Checklist
CHP 450 (New 7-03) OPI 065

16. How are investigator's confidential (undercover) identifications processed? ☐ None of the ISU investigators have undercover licenses.

17. Do all investigators have confidential identifications? ☒ No

18. Are the identifications current and valid?

19. Is there a suspense system set up for renewing the identifications?

☐ Yes ☒ No

20. How are unmarked cars registered?

☐ Yes ☒ No
"No Record on File". The process was explained for registering to fictitious addresses.

21. Do any unmarked cars have undercover registration?

22. Are the investigators aware of the undercover registration?

☐ Yes ☒ No

23. Are all investigators familiar with the Mexico Liaison Program?

☐ Yes ☒ No

☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

MEETINGS AND TRAINING

EVALUATED



ACTION REQUIRED



CORRECTED



1. How often does the Division manager, responsible for overseeing the Vehicle Ownership Security Program, meet with the ISU coordinator? Daily updates.

2. How often does the ISU coordinator attend Division Area Commanders' Conferences? Special Operations Commander attends all DACC's with briefings from the Lieutenant.

3. How often does the Division Chief attend ISU staff meetings? The Division Chief attends quarterly ISU staff meetings.

4. Does the Division manager, responsible for the Vehicle Ownership Security Program, attend ISU staff meetings? ☒ Yes ☐ No

5. What specialized training is being provided to ISU personnel? ISU personnel are provided opportunities for training at ICI courses, Vehicle Theft classes, Internet Crimes, WSATI conferences, Auto Shows, Parole LEADS, Ag Equipment ID training, etc.

6. Is there a structured training program for new ISU personnel? ☒ Yes ☐ No

7. Are staff/unit meetings scheduled on a regular basis? ☒ Yes ☐ No

8. Are minutes of staff/unit meetings reviewed and action items clearly identified? ☐ Yes ☒ No

9. Are vehicle theft trends and current cases discussed at staff/unit meetings? ☒ Yes ☐ No

10. Does the ISU coordinator meet with allied agencies and other support groups? ☒ Yes ☐ No

11. How does Division monitor ISU mandated training requirements? Training is coordinated through the ISU Sergeant and training records are maintained by the Division Administrative Officer.

12. Are all ISU personnel training records up to date? ☒ Yes ☐ No

13. Are vehicle theft training and legal bulletins disseminated and reviewed with investigators? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

PERFORMANCE MEASURES	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1. Does the Division manager, responsible for the Vehicle Ownership Security Program, regularly review the Division vehicle theft statistics?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2. Are trends or significant changes in the statistics discussed with the ISU coordinator?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3. How is progress, or lack of progress, in the Division program handled?	The Special Operations Commander reviews all available data, compares with identified goals and determines if changes are needed. Progress, or lack of progress is communicated through meetings and employee evaluations.		
4. How are goals set?	Goals are set by comparing statistical data, recent trends and departmental goals identified in the Strategic Plan. Final adjustments are made to address specific community needs and concerns.		
5. Are the goals realistic?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
6. Are the goals being met?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7. How often are the goal accomplishments reviewed with the Division Chief?	The Division Chief reviews the ISU accomplishments after each monthly meeting, during the DACC and annually.		
8. Does the ISU appear to be focussing on the professional thieves?		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
9. Does the ISU actively contribute to the Department's role as Statewide Vehicle Theft and Apprehension Coordinator?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
10. Does the ISU selectively inspect business establishments most commonly used to dispose of stolen vehicles and major components?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
11. Is the ISU actively involved in commercial and specialized vehicle theft investigations?		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
12. Does the ISU investigate motorcycle related businesses and activities?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
13. What percentage of investigations involve multiple vehicles?	It is estimated that approximately 20% of the ISU's investigations involve multiple vehicles.		
14. What percentage of investigations involve multiple suspects?	Approximately 25-30% of the ISU investigations involve multiple suspects.		

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

CASE ASSIGNMENTS

EVALUATED



ACTION REQUIRED



CORRECTED



1. How are cases assigned? Cases are assigned by geographical location, caseload (another investigator or temp is assigned to assist if necessary), or expertise if specialized field needed.

2. What criteria is used to determine which cases to pursue? All cases are pursued.

3. When are cases terminated? Cases are terminated when case is no longer viable.

4. What criteria is used to terminate a case? When all reasonable means to make an arrest or recovery have been exhausted investigations are terminated.

5. Is there a method in place for retrieving case information; i.e., subjects involved in suspended cases, geographical and method of operations similarities, etc.?

☐ Yes

☒ No

6. How is the ISU's Commercial and Specialized Vehicle Theft Program organized? Each investigator handles their own cases.

7. What goals has the ISU set for commercial and specialized vehicle theft activity? There are no specific goals set for commercial and specialized vehicle theft activity.

8. Does Division management participate in the 10851 awards program?

☒ Yes

☐ No

9. Are 10851 award recipients receiving proper recognition?

☒ Yes

☐ No

10. Review of HPM 150.1, Departmental Awards Manual, Chapter 3, completed?

☒ Yes

☐ No

11. Is the Division Chief attending awards ceremonies?

☒ Yes

☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

12. How much participation is there from allied agencies?

Most allied agencies within the Division participate in the 10851 awards

program.

13. Are the 10851 award pins kept in a secure place and under inventory control?

☒ Yes

☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

IMPOUNDED VEHICLES	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1. Does the ISU have a review process for vehicle impounds (10751 and evidence)? (Refer to HPM 81.1, Vehicle Theft Control Manual, Chapter 5 and the HPM 81.2, Vehicle Procedures Manual, Chapters 1 and 4.) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
2. What type of control is in place for avoiding excess storage costs on impounded vehicles? Investigators utilize Area evidence tows. There are regular updates of storage and impound status to the Area and/or ISU supervisor.			
3. Are investigators familiar with the procedures on seized vehicles contained in Chapter 6, (Department use of seized vehicles), HPM 81.1? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
4. Review of violation of Vehicle Code Section 10751 package (CHP 180, 181, 181A-C and court petitions) completed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
5. Are the requirements as outlined in Chapter 5 of the HPM 81.1, Vehicle Theft Control Manual, being met? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

OCCUPATIONAL SAFETY	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1. Are the special hazards associated with undercover operations stressed during training days?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Does the ISU have its own occupational safety goals?			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
3. Has the required safety check ride-along been accomplished on all ISU personnel?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Are the ISU goals being meet?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Are there any accident or injury trends?			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

CONFIDENTIAL FUND

EVALUATED



ACTION REQUIRED



CORRECTED



1. How much money is kept in the Division confidential fund?

The Central Division Confidential Fund balance is \$1,000.

2. Who audits the fund and transaction records?

The Confidential Fund is audited by the Lieutenant and Sergeant on a monthly

basis.

3. Are receipts on file for all expenditures not associated with informants?

☒ Yes☐ No

4. Are investigators encouraged to maintain an active informant base?

☐ Yes☒ No

5. Review of records of confidential fund expenditures completed?

☒ Yes☐ No

6. Do any expenditures exceed authorization (coordinator up to \$750, Division Chief up to \$2,000, Assistant Commissioner, Field, over \$2,000)?

☐ Yes☒ No

7. Is the fund balance correct?

☒ Yes☐ No

8. Are there outstanding travel expense claims?

☐ Yes☒ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

VEHICLE IDENTIFICATION NUMBER PROGRAM

EVALUATED



ACTION REQUIRED



CORRECTED



1. Who is responsible for the security of the information related to confidential secondary VIN locations?

ISU Sergeant.

2. Is the secondary VIN information kept in a locked file?

☒ Yes

☐ No

3. Who has access to the file? One primary investigator, one back-up investigator and the ISU Sergeant have access to the file.

4. How is the Division VIN program structured?

Each Area in the Division, except Buttonwillow, has a VIN officer.

Buttonwillow will be implementing a VIN program in 2008. One Division ISU investigator distributes the blue tags as requested by the ISU investigators, and this investigator records and prepares the monthly reports to Field Support Section. Area VIN officers are used by investigators in the field.

5. Are Division vehicle theft investigators required to do VIN assignments?

☒ Yes

☐ No

6. If the ISU personnel make such assignments, is there a recent HPG 22.1, Area Resources Management Guide, Chapter 15, Special Functions Inspection on file?

☒ Yes

☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

VEHICLE THEFT ACTIVITY REPORTS

EVALUATED



ACTION REQUIRED



CORRECTED



1. Review of CHP 136 and the CHP 136C (Vehicle Theft Activity Reports) completed? ☒ Yes ☐ No

2. Are all investigators contributing to the program? ☒ Yes ☐ No

3. How is the investigators' activity evaluated for outstanding and deficient levels? A review of investigator's activity including assists to CHP and allied agencies. Evaluations based on total activity.

4. Have deficient investigators received counseling and is this properly documented? ☐ Yes ☐ No

5. How is overall ISU activity evaluated? Evaluated by CHP 136 comments and progressive discipline is applied as needed.

6. How is Division management documenting feedback on program accomplishments? Division management offers verbal feedback on program accomplishments.

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

INFORMANT FILES	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
-----------------	---	--	------------------------------------

1. Are all informant files current? ☒ Yes ☐ No

2. Is activity for the last 12 months shown? ☒ Yes ☐ No

3. Do all informant files contain the required forms (CHP 303 Informant Identification Record; CHP 303A, Investigation Agreement; CHP 303B, Confidential Agreement; CHP 303C, Expenditure of Confidential Funds)? ☒ Yes ☐ No

4. Are all informant expenditures recorded on the Confidential Fund records and logged in the informant files? ☒ Yes ☐ No

5. How is confidentiality of informant files maintained? The informant files are located in a locked file cabinet drawer. The ISU Sergeant retains the key to this cabinet. The Lieutenant has access to the files.

6. Are personnel aware of court procedures to maintain the confidentiality of informant rewards? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

AREA REPORT

EVALUATED



ACTION REQUIRED



CORRECTED



1. How does the ISU use information from the CHP 136E, Vehicle Theft Report? Comparisons are made with past periods of activity. New trends are established based on investigations and statistics related to recovery locations, stolen locations, day of theft, time of theft and identified groups.

2. Is there a review of the CHP 136E Vehicle Theft Report information to determine if any similarities exist with current cases or activity in other Areas? ☒ Yes ☐ No

3. Do investigators review names of suspects arrested by Areas for known professional vehicle thieves? ☒ Yes ☐ No

4. Are the names of known professional vehicle thieves entered into a data base? ☐ Yes ☒ No

5. Are arrest/investigation reports reviewed by a supervisor? ☒ Yes ☐ No

6. Are arrest/investigation reports filed at Division or an Area Office? Reports are filed at Area and Division.

7. When arrest/investigation reports are rejected for complaint filings, are supervisors reviewing the reports with the investigator to determine what could have been done to improve the investigation package? ☒ Yes ☐ No

CENTRAL DIVISION
Chapter 8 Evaluation Summary
May 12, 2008

DIVISION MANAGEMENT

Items 1-16

Central Division covers a vast portion of the central valley. This presents unique geographical needs. Investigators are often paired with Area personnel for officer safety reasons when no other ISU personnel are available.

There are four vehicle theft task forces operating in Central Division (StanCATT, KernCATT, Fresno HEAT, and T-RATT), as well as an Agricultural Crimes Unit. It was realized that Central Division management has taken a very supportive role in the development of vehicle theft task force operations. Many of these vehicle theft task forces are funded and supported by county and municipal law enforcement agencies.

All task forces except Fresno HEAT have CHP assigned investigators and supervisors. Fresno HEAT has five CHP investigators, an allied agency sergeant and the Central Division ISU lieutenant has operational oversight.

It was noted that there is no clerical staff assigned to the ISU. There is one half-time clerical person assigned to the Salvage program. Functions which normally would be completed by clerical staff are carried out by uniformed personnel within the ISU.

It is recommended that the addition of clerical staffing for the ISU be pursued. This will allow investigators, the sergeant, and the lieutenant to focus on their primary duties.

Central Division is in the unique position of being in the county which has been listed in the top ten counties for vehicle theft rates per capita. The city ranked number one in the nation for vehicle rates, Modesto, is also in this Division. Because of the high profile of these statistics, and the high vehicle theft rates, it is essential that vehicle theft and related crimes remain the primary focus of the ISU.

This evaluation revealed that as much as 30 percent of the ISU sergeant's time, and 15-20 percent of the ISU investigators time is spent performing varied ancillary duties, and very little overtime is expended by ISU personnel. It could be interpreted from this that the ISU is keeping up with the number of vehicle thefts and investigations in their jurisdiction, an interpretation that would contradict the statistical data placing Fresno County in the top ten and Modesto as number one. It was also noted that the majority of vehicle theft cases involve

assisting Areas or allied agencies with investigations, rather than pursuing in-depth investigations of the professional theft rings.

The usage of overtime, alternative work schedules, and additional personnel are all means by which investigations could be strengthened; more time could be utilized conducting follow-up, and linking vehicle theft crimes to professional rings and thieves.

INVESTIGATIVE SERVICES UNIT STRUCTURE

Items 1-6

A review of the SOP for Central Division revealed that it had not been updated since 2005. The job descriptions for three of the task forces in the Division were not included.

COORDINATOR'S ROLE

Items 1-16

It was noted that the majority of vehicle theft cases involve assisting Areas or allied agencies with cases and recoveries, rather than working in-depth investigations of the professional theft rings and thieves.

VEHICLE THEFT SUPERVISOR'S ROLE

Items 1-27

There does not appear to be a backlog of cases in Central Division ISU. However, statistical data which shows Fresno County in the top ten and Modesto as number one for vehicle theft rates, would indicate there are more vehicle theft cases than are being worked. A focus on the professional theft rings and thieves, rather than focusing on assistance to allied agencies and Areas could be instrumental in helping to reduce these statistics.

UNIT OPERATION

Items 1-16

It was suggested that obsolete equipment, duplicate equipment or equipment which is not regularly used, be sent back with Credit Memos to Supply Services in order to simplify inventory control.

Additionally, an equipment sign-out log, kept with specialized equipment stored in the ISU locker, would assist in inventory control.

UNIT STANDARDS, OPERATING PROCEDURES, AND DIRECTIVES

Items 1-23

Currently Central Division ISU often uses allied agency personnel rather than the departmental warrant service team to make building entries. It was recommended that the departmental team be utilized for officer safety, direct communication and investigative integrity. The process contained in GO 100.84, Warrant Service Program, for completion of the CHP 413 and criteria for use of the departmental team, was explained for clarification purposes.

It was noted during this evaluation that none of the ISU personnel have undercover driver's licenses, and none of the undercover vehicles have undercover registration.

It was recommended that the investigators be provided with undercover identification. It was explained that the process takes several months to complete and should be started before the need for it arises. It was also explained that criminals are becoming more sophisticated in their abilities to identify individuals they come into contact with, including law enforcement. Having the undercover vehicles registered to a fictitious business, with an address at a Mail Boxes Etc., for example, would prevent the "No Record on File" from coming out of a registration check.

MEETINGS AND TRAINING

Items 1-13

~~There were no topics for discussion for this Category.~~

PERFORMANCE MEASURES

Items 1-14

It was noted that the majority of vehicle theft cases involve assisting Areas or allied agencies with cases and recoveries, rather than working in-depth investigations of the professional theft rings and thieves.

Central Division has one full-time investigator assigned to the Agricultural Crimes unit, but is not actively involved in any specialized vehicle theft investigations.

CASE ASSIGNMENTS

Items 1-13

Currently Central Division ISU does not have a means for tracking or retrieving case information such as subjects involved in suspended cases, methods of operations, geographical similarities, etc.

The use of a database to house this information can be instrumental in developing links to professional theft rings and thieves.

Central Division has a very strong 10851 program, which is supported by CHP and allied agency managers. There are over 50 CHP Area offices and allied law enforcement agencies participating in the program.

IMPOUNDED VEHICLES

Items 1-5

It was determined that the majority of component parts and vehicles seized and stored for violations of 10751 VC are filed at Area level.

OCCUPATIONAL SAFETY

Items 1-5

There were no topics for discussion for this Category.

CONFIDENTIAL FUND

Items 1-8

It was noted during this evaluation that the Central Division ISU Confidential Fund has a balance of \$1,000, which has been maintained for more than 15 years.

It was recommended that the fund be increased to a minimum of \$10,000, and a maximum of \$20,000. Additionally, it was recommended that investigators be encouraged to utilize the fund to increase investigative options.

VEHICLE IDENTIFICATION NUMBER PROGRAM

Items 1-6

It is recommended that the CHP 97B, prepared when issuing a replacement VIN, should indicate any applicable case numbers to aid future follow up investigations. Additionally it is suggested that it be indicated how the VIN was verified, whether by secondary VIN, frame number, transmission number, engine number, fork number, NICB information, etc.

VEHICLE THEFT ACTIVITY REPORTS

Items 1-6

No deficient investigators were noted, therefore no documentation could be reviewed.

INFORMANT FILES

Items 1-6

Although there are very few informants utilized by Central Division ISU, the files were complete, in order, and quarterly updates were completed during the audit. It was recommended that investigators be encouraged to develop informants to assist with complex case development.

AREA REPORT

Items 1-7

No database is kept for subject information.

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

5. How are program responsibilities distributed among the assigned personnel? The ISU lieutenant reports directly to a captain, who also commands the RATT task force. There are four sergeants (one for CTIP, one for FEAR, one for MLU, and one for ISU). Each of the sergeants is responsible for personnel within their respective programs, as well as ancillary duties such as internal investigations, audits, salvage vehicle program, warrant service, and the safety services program.

6. How are assigned personnel selected? A Comm-Net goes out, resumes are reviewed, and interviews are conducted. Supervisory recommendations are solicited.

7. How are staffing needs determined? Border Division staffing needs are determined by evaluating vehicle theft statistics, reviewing previous allocations, and caseloads.

- | | | | |
|-----|--|---|--|
| 8. | Review of county vehicle theft statistics completed? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 9. | Is adequate clerical support provided? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 10. | Are Area Commanders kept informed? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 11. | Do Area Commanders actively support the program? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 12. | Is Division management aware of current cases and staffing? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 13. | Are there vehicle theft task forces operating within the Division? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 14. | Does Division management actively pursue management, supervisory and investigator roles on those task forces? (refer to HPM 81.1, Vehicle Theft Control Manual, Chapter 9) | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

15. List the task forces and the departmental participation. OCATT has a CHP lieutenant manager, two CHP sergeants, and two CHP investigators; RATT has a CHP captain, one CHP sergeant, and two CHP investigators.

- | | | | |
|-----|---|------------------------------|--|
| 16. | Have backfill positions been requested for personnel assigned to task forces? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
|-----|---|------------------------------|--|

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

INVESTIGATIVE SERVICES UNIT STRUCTURE	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
---------------------------------------	---	--	------------------------------------

1. How are supervisory functions assigned in the ISU? Each sergeant in Border Division is responsible for their respective programs, as well as collateral duties as assigned.

2. Are there job descriptions for all assigned personnel?

☐ Yes ☒ No

3. Is the staffing of the ISU adequate?

☐ Yes ☒ No

4. What is the supervisor's span of control? Each sergeant has responsibility for making decisions affecting their respective programs and for keeping the ISU lieutenant apprised of all activity as necessary.

5. On what basis are investigators assigned to geographical areas; i.e., caseload, accessibility, geographical barriers, etc.? Border ISU investigators are assigned based on accessibility, geography, and caseload.

6. Does geographical assignment of investigators match demonstrated vehicle theft problems?

☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

ISU COORDINATOR'S ROLE		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Is the ISU coordinator a lieutenant or sergeant? Border ISU's coordinator is a lieutenant.			
2.	Is there an alternate ISU coordinator?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
3.	Does the coordinator have a clear understanding of the Vehicle Ownership Security Program requirements as outlined in Chapter 1 HPM 81.1?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
4.	Does the coordinator understand and actively administer his/her role as defined in Chapter 2 HPM 81.1?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
5.	Is the main emphasis of the ISU focused on investigation and prosecution of professional thieves?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
6.	Do the ISU statistics and cases show assigned personnel are concentrating their efforts on vehicle theft rings, etc.?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
7.	Does the coordinator meet with representatives from private industry having an interest in vehicle theft problems?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
8.	Does the coordinator review statistics and provide comments on demonstrated trends?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
9.	Does the coordinator attend Area office staff meetings?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
10.	Have any goals been set for the coordinator?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
11.	What goals have been set? Goals have been set for the ISU coordinator to address issues of the unit; reduce the vehicle theft rate within the ISU jurisdiction, and coordinate with allied agencies.			
12.	How are the goals set? The goals are set for Border ISU by reviewing records, and maintaining communications between investigators and supervisors, and supervisors and management.			
13.	Are the goals met?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
14.	Is the coordinator responsible for other Division functions?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
15.	How much time does the coordinator spend on other responsibilities? The percentage of time spent on other Division functions by the ISU coordinator varies; however, due to increasing responsibilities, a request has been made to remove the Critical Incident Investigation Team (CIIT) from the realm of responsibility.			
16.	Does the coordinator maintain a distribution schedule to track portable vehicle theft investigator equipment (i.e., laptop computers, cameras, etc.) issued by Enforcement Services Division, Investigative Services Section?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

VEHICLE THEFT SUPERVISOR'S ROLE		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	How many sergeants are assigned to the ISU? There are four sergeants assigned to the Border ISU.			
2.	What are the sergeant(s) duties? The ISU sergeant oversees the vehicle theft investigators within the ISU directly, as well as overseeing the investigators assigned to the Computer Forensics, and Terrorism Liaison. This sergeant also has responsibility for the confidential funds and informant files. The FEAR sergeant oversees personnel involved in that program, as well as the OCATT investigators, and SSP. The CTIP sergeant oversees investigators involved in the CTIP program, as well as salvage inspection officers and the Warrant Service Team personnel. The MLU sergeant oversees investigators assigned to that unit.			
3.	Is/are the sergeant(s) conducting ride-alongs with assigned personnel?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	How is this documented? ISU supervisors document the ride-alongs on the CHP 136 forms for investigators, as well as logging them on their own CHP 112 forms.			
5.	What are the sergeant(s) training responsibilities? Border ISU supervisors follow the orientation checklist for training of new personnel (CHP 136F). Senior investigators are assigned to train newly assigned investigators. Investigators involved in specialized functions (Warrant Service Teams, etc.) receive specialized training as necessary.			
6.	Does/do the sergeant(s) review all reports submitted by investigators?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Does/do the sergeant(s) meet with vehicle theft units from other agencies?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Is/are the sergeant(s) keeping current on legislation and case law impacting the vehicle ownership program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Are the sergeant(s) CHP 118 comments appropriate and do they reflect the investigator's contributions to the ISU?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10.	Does he/she review the investigator's CHP 136s?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	How do investigators report the status of ongoing investigations? The Border ISU sergeant communicates weekly with investigators, or more frequently on major cases, on a one-on-one basis.			
12.	How often are these investigator reports required? Reports are given at least weekly.			
13.	Is there a backlog of cases?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14.	Is/are the sergeant(s) providing investigators with information on current vehicle theft trends?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.	Is/are the sergeant(s) actively involved in the management of cases?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.	Does/do the sergeant(s) encourage a team approach to large or complicated cases?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.	Does/do the sergeant(s) encourage the development of in-depth investigations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

18.	Does/do the sergeant(s) encourage the use and maintenance of informants?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
19.	Has/have the sergeant(s) received advanced training in the investigative process?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
20.	Is/are the sergeant(s) familiar with the Vehicle Theft Information System (VTIS) reports?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
21.	Does/do the sergeant(s) take an active role in coordinating public affairs/news releases?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
22.	List any additional Division functions for which the sergeant(s) is/are responsible. Border ISU sergeants are also responsible for the salvage vehicle inspection program, warrant service program, safety services program, terrorism liaison officer, computer forensics officer, and various administrative functions such as internal investigations and audits.		
23.	How much time is required on these other responsibilities? It is estimated that approximately 50 percent of the time for the FEAR sergeant is spent on other duties.		
24.	Have any goals been set for the sergeant(s)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
25.	What are the goals? The Border ISU sergeant has been tasked with organizing the unit, improving activity, improving the unit's image with CHP Areas and top management, improving responsiveness, and incorporating proactive enforcement of vehicle theft.		
26.	How are the goals set? The goals for the ISU sergeant have been set and are monitored by evaluating trends and communicating with personnel.		
27.	Are the goals being met?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

UNIT OPERATION		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	What shift hours do the ISU personnel work? Personnel within the ISU and the task forces work Monday through Friday, eight hours a day.			
2.	What call-out procedures and controls are being used? Areas or dispatch centers call investigators directly. The investigator evaluates need for response, and if after hours, notifies the supervisor for overtime approval. If it is determined that the case is not critical and can wait for normal business hours, it is held until the next working day. The supervising sergeant advises the lieutenant on high profile cases.			
3.	How are vehicles and equipment being assigned; i.e., are there any special or seized vehicles being used in the Division? Each investigator in Border ISU is assigned basic equipment. All specialized equipment is logged in and out by the Office Technician, and the information is maintained in a database.			
4.	Who is responsible for the portable vehicle theft investigator equipment issued by Investigative Services Section and vehicle inventory? The ISU sergeant does the inventory and the equipment is tracked by the Office Technician in an Access database.			
5.	Who is responsible for the vehicle inventory? Each sergeant oversees their own personnel vehicle inventory.			
6.	Has the inventory been audited?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
7.	Have any discrepancies been noted?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
8.	What were the discrepancies? N/A			
9.	Have all the discrepancies been cleared?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
10.	Has the ISU fleet had a recent Category Six Inspection per HPG 22.1, Area Resources Management Guide?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
11.	Is the Division Chief made aware of newsworthy investigations by the ISU personnel?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
12.	Are there procedures in place for disseminating newsworthy information regarding arrests to the media?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

13. When and how was the last evaluation conducted (Enforcement Services Division or self)? There was an evaluation conducted prior to 2001.

14. Was there required action as a result of the last evaluation?

☐ Yes

☐ No

15. When were corrections made? Unknown, information purged.

16. Were the results of the evaluation discussed with the ISU personnel?

☐ Yes

☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

UNIT STANDARDS, OPERATING PROCEDURES AND DIRECTIVES		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Is there a system in place for providing training to Area officers?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.	Does the ISU support Area personnel with training and investigative assistance; i.e., call-outs, training day/ briefing presentations and ride-alongs?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
3.	How often are investigators called out to assist Areas? Call-outs by Areas occur weekly, on average.			
4.	What is the ISU call-out procedure? Areas or dispatch centers call investigators directly. The investigator evaluates need for response, and if after hours notifies the supervisor for overtime approval. If it is determined that the case is not critical and can wait for normal business hours, it is held until the next working day. The supervising sergeant advises the lieutenant on high profile cases.			
5.	Are Area personnel used in vehicle theft operations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
6.	What are the ISU procedures for conducting search warrants? Investigators write the warrant, advise District Attorneys (DA) and obtain approval, then obtain judges signature. There are different procedures for the different jurisdictions within the Division.			
7.	Are search warrants being utilized to facilitate investigations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
8.	Are CHP Warrant Service Teams used to execute high risk warrants?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
9.	Are the ISU personnel following guidelines in General Order 100.84, Warrant Service Program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
10.	Are allied agencies tactical teams available to assist with warrant service?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
11.	Is training provided on building searches?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
12.	Does the ISU have an evidence room?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
13.	Is there an evidence officer?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
14.	Has there been a recent special functions inspection per Chapter 15, HPG 22.1, Area Resources Management Guide?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
15.	Does the Division have a Standard Operating Procedure on undercover vehicle operation?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

16. How are investigator's confidential (undercover) identifications processed? Not every investigator has an undercover identification. It is recommended that undercover identification be considered for all investigators, due to the lengthy process involved.

17. Do all investigators have confidential identifications? Not all investigators have confidential identification.

18. Are the identifications current and valid? ☐ Yes ☐ No

19. Is there a suspense system set up for renewing the identifications? ☐ Yes ☐ No

20. How are unmarked cars registered? Some of the unmarked vehicles have registration to fictitious addresses in process. It is recommended that all vehicles be registered to fictitious addresses due to the criminals ability to obtain registration information.

21. Do any unmarked cars have undercover registration? ☒ Yes ☐ No

22. Are the investigators aware of the undercover registration? ☒ Yes ☐ No

23. Are all investigators familiar with the Mexico Liaison Program? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

MEETINGS AND TRAINING		EVALUATED	<input checked="" type="checkbox"/>	ACTION REQUIRED	<input type="checkbox"/>	CORRECTED	<input type="checkbox"/>
1.	How often does the Division manager, responsible for overseeing the Vehicle Ownership Security Program, meet with the ISU coordinator? The Border ISU lieutenant meets two to three times a week with the captain, and weekly with the sector chief.						
2.	How often does the ISU coordinator attend Division Area Commanders' Conferences? The lieutenant will be attending all of the Division Area Commanders' conferences.						
3.	How often does the Division Chief attend ISU staff meetings? The Border Division sector Chief attends staff meetings monthly.						
4.	Does the Division manager, responsible for the Vehicle Ownership Security Program, attend ISU staff meetings?			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		
5.	What specialized training is being provided to ISU personnel? Border ISU personnel attend available training whenever training funds are available. Training includes: 40-hour Vehicle Theft class; Interrogation/Interview; Sexual Assault; Warrant Service training.						
6.	Is there a structured training program for new ISU personnel?			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		
7.	Are staff/unit meetings scheduled on a regular basis?			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		
8.	Are minutes of staff/unit meetings reviewed and action items clearly identified?			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		
9.	Are vehicle theft trends and current cases discussed at staff/unit meetings?			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		
10.	Does the ISU coordinator meet with allied agencies and other support groups?			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		
11.	How does Division monitor ISU mandated training requirements? Mandated training is tracked in the Electronic Training Records System.						
12.	Are all ISU personnel training records up to date?			<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No		
13.	Are vehicle theft training and legal bulletins disseminated and reviewed with investigators?			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

PERFORMANCE MEASURES		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Does the Division manager, responsible for the Vehicle Ownership Security Program, regularly review the Division vehicle theft statistics?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.	Are trends or significant changes in the statistics discussed with the ISU coordinator?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
3.	How is progress, or lack of progress, in the Division program handled? Once successes or deficiencies are identified, goals are set, and periodic review and evaluation of activity is conducted.			
4.	How are goals set? Goals are set based on deficiencies identified, and successes made toward goal achievement.			
5.	Are the goals realistic?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
6.	Are the goals being met?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
7.	How often are the goal accomplishments reviewed with the Division Chief? The Division Chief meets weekly with the ISU lieutenant and is apprised of goals and accomplishments at that time.			
8.	Does the ISU appear to be focussing on the professional thieves?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
9.	Does the ISU actively contribute to the Department's role as Statewide Vehicle Theft and Apprehension Coordinator?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
10.	Does the ISU selectively inspect business establishments most commonly used to dispose of stolen vehicles and major components?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
11.	Is the ISU actively involved in commercial and specialized vehicle theft investigations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
12.	Does the ISU investigate motorcycle related businesses and activities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
13.	What percentage of investigations involve multiple vehicles? More than 50 percent of the investigations conducted by Border Division investigators result in multiple vehicles.			
14.	What percentage of investigations involve multiple suspects? It is estimated that approximately 30 to 40 percent of the investigations conducted by Border Division investigators results in multiple suspects.			

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

CASE ASSIGNMENTS	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1. How are cases assigned? Cases are assigned to Border ISU investigators based on geographical location, expertise, and caseload.			
2. What criteria is used to determine which cases to pursue? Cases are pursued based on criticality, available evidence, and whether or not the case can be handled by available Area personnel.			
3. When are cases terminated? Cases are terminated when all leads have been exhausted, an arrest has been made, or the DA refuses to file the case.			
4. What criteria is used to terminate a case? Cases are terminated when the information is no longer viable, an arrest has been made, all leads are exhausted, or the DA refuses to file the case.			
5. Is there a method in place for retrieving case information; i.e., subjects involved in suspended cases, geographical and method of operations similarities, etc.?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
6. How is the ISU's Commercial and Specialized Vehicle Theft Program organized? Border Division ISU does not currently have a Commercial and Specialized Vehicle Theft Program.			
7. What goals has the ISU set for commercial and specialized vehicle theft activity? N/A			
8. Does Division management participate in the 10851 awards program?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
9. Are 10851 award recipients receiving proper recognition?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
10. Review of HPM 150.1, Departmental Awards Manual, Chapter 3, completed?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
11. Is the Division Chief attending awards ceremonies?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

12. How much participation is there from allied agencies? Most allied agencies in the Border ISU jurisdiction participate in the 10851

Awards Program.

13. Are the 10851 award pins kept in a secure place and under inventory control?

☒ Yes

☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

IMPOUNDED VEHICLES		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Does the ISU have a review process for vehicle impounds (10751 and evidence)? (Refer to HPM 81.1, Vehicle Theft Control Manual, Chapter 5 and the HPM 81.2, Vehicle Procedures Manual, Chapters 1 and 4.) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
2.	What type of control is in place for avoiding excess storage costs on impounded vehicles? Investigators are responsible for tracking expenses on evidence or 10751 storages. Evidence or Area contract tow services are utilized, and vehicles are stored at Area or Division offices when possible. The 10751 storages are given priority by the investigators to reduce expenses.			
3.	Are investigators familiar with the procedures on seized vehicles contained in Chapter 6, (Department use of seized vehicles), HPM 81.1? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
4.	Review of violation of Vehicle Code Section 10751 package (CHP 180, 181, 181A-C and court petitions) completed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
5.	Are the requirements as outlined in Chapter 5 of the HPM 81.1, Vehicle Theft Control Manual, being met? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

OCCUPATIONAL SAFETY		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Are the special hazards associated with undercover operations stressed during training days?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.	Does the ISU have its own occupational safety goals?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
3.	Has the required safety check ride-along been accomplished on all ISU personnel?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
4.	Are the ISU goals being meet?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
5.	Are there any accident or injury trends?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

CONFIDENTIAL FUND		EVALUATED	<input checked="" type="checkbox"/>	ACTION REQUIRED	<input type="checkbox"/>	CORRECTED	<input type="checkbox"/>
1.	How much money is kept in the Division confidential fund? Currently the Border ISU confidential fund is set at \$30,000. However, there was a recent request to reduce the amount to \$25,000.						
2.	Who audits the fund and transaction records? The confidential fund is audited monthly by the ISU lieutenant and one sergeant, and witnessed by the ISU Office Technician.						
3.	Are receipts on file for all expenditures not associated with informants?					<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
4.	Are investigators encouraged to maintain an active informant base?					<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
5.	Review of records of confidential fund expenditures completed?					<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
6.	Do any expenditures exceed authorization (coordinator up to \$750, Division Chief up to \$2,000, Assistant Commissioner, Field, over \$2,000)?					<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
7.	Is the fund balance correct?					<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
8.	Are there outstanding travel expense claims?					<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

VEHICLE IDENTIFICATION NUMBER PROGRAM	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
<p>1. Who is responsible for the security of the information related to confidential secondary VIN locations? The ISU sergeant is responsible for the confidential VIN information.</p>			
<p>2. Is the secondary VIN information kept in a locked file? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>			
<p>3. Who has access to the file? Secondary VIN information is accessible to ISU personnel during normal business hours and to the ISU sergeant during off-hours.</p>			
<p>4. How is the Division VIN program structured? Each Area within Border Division has a VIN officer and an alternate. ISU investigators are assigned specific Areas for which they provide training and attend briefings.</p>			
<p>5. Are Division vehicle theft investigators required to do VIN assignments? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>			
<p>6. If the ISU personnel make such assignments, is there a recent HPG 22.1, Area Resources Management Guide, Chapter 15, Special Functions Inspection on file? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>			

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

VEHICLE THEFT ACTIVITY REPORTS		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Review of CHP 136 and the CHP 136C (Vehicle Theft Activity Reports) completed?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.	Are all investigators contributing to the program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
3.	How is the investigators' activity evaluated for outstanding and deficient levels? Supervisors review investigators CHP 136 forms and make comments on deficient or outstanding ratings. It is recommended that the supervisors' comments should reflect the ratings assigned in the categories.			
4.	Have deficient investigators received counseling and is this properly documented?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
5.	How is overall ISU activity evaluated? Supervisors review CHP 136's and compare investigator's activity with the vehicle theft activity reported in the region assigned for coverage.			
6.	How is Division management documenting feedback on program accomplishments? A request has been made by the Border Division ISU coordinator to have Division management attend ISU meetings periodically in order to hear the officers' overview of their cases, and to offer feedback, as appropriate.			

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

CHP 450 (New 7-03) Page 20 of 21

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

AREA REPORT		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	How does the ISU use information from the CHP 136E, Vehicle Theft Report? Information contained in the Vehicle Theft Report is used to establish trends, and is compared to activity within various Areas during the same time periods. A review of thefts as well as recoveries is conducted.			
2.	Is there a review of the CHP 136E Vehicle Theft Report information to determine if any similarities exist with current cases or activity in other Areas? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
3.	Do investigators review names of suspects arrested by Areas for known professional vehicle thieves? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
4.	Are the names of known professional vehicle thieves entered into a data base? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
5.	Are arrest/investigation reports reviewed by a supervisor? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
6.	Are arrest/investigation reports filed at Division or an Area Office? Reports are filed at Division.			
7.	When arrest/investigation reports are rejected for complaint filings, are supervisors reviewing the reports with the investigator to determine what could have been done to improve the investigation package? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			

BORDER DIVISION
Investigative Services Unit
Chapter 8 Evaluation Summary
October 20, 2008

DIVISION MANAGEMENT

Items 1-16

Border Division covers a large geographical area in the southernmost portion of the state. There are multiple counties, which include rural and metropolitan locations. Additionally, the international border with Mexico lies within the boundaries of Border Division. This unique situation requires fostering of special relationships with local, federal, and international agencies.

There are two vehicle theft task forces operating in Border Division, the Riverside Auto Theft Task Force (RATT), and the Orange County Auto Theft Task Force (OCATT), as well as a Cargo Theft Interdiction Program team, and a Foreign Export and Recovery (FEAR) team. There is also a Mexico Liaison Unit within the jurisdiction of Border Division.

Both RATT and OCATT have CHP assigned investigators and supervisors. RATT has a CHP Captain, one CHP sergeant, and two CHP investigators. OCATT has a CHP lieutenant manager, two CHP sergeants (one is also the CTIP sergeant), and two CHP investigators. There is one sergeant assigned to oversee the CTIP team which has two investigators also assigned. There is one sergeant assigned to oversee the FEAR team.

There is one clerical staff member assigned to the ISU and one half-time clerical person assigned to the Salvage program. Border ISU has a satellite office in Orange County, occupied by CTIP, FEAR, OCATT, and RATT. There is no clerical staffing for this satellite office, a condition that requires some functions normally completed by clerical staff to be carried out by uniformed personnel within the ISU.

It is recommended that the addition of clerical staffing for the ISU be pursued. This will allow the investigators, sergeants, and lieutenant to focus on their primary duties.

Border Division is in the unique position of being the only CHP Division with an international border. Because of the high profile of this situation, and the international implications, it is essential that vehicle theft, vehicle exportation, and related crimes remain a primary focus of the ISU.

This evaluation revealed that as much as 50 percent of the ISU sergeants' time, and 15-20 percent of the ISU investigators' time is spent performing varied ancillary duties.

The usage of overtime, alternative work schedules, and additional personnel are all means by which investigations could be strengthened; more time could be utilized conducting follow-up, and linking vehicle theft crimes to professional rings and thieves.

INVESTIGATIVE SERVICES UNIT STRUCTURE

Items 1-6

A review of the SOP for Border Division revealed that it had not been updated recently. The job descriptions for sergeants, investigators and clerical functions were not included.

This evaluation revealed that although the OCATT positions are typically filled by personnel selected from Areas, some of the ISU personnel reassigned to specific duties like the Joint Terrorism Task Force, were not refilled.

It is recommended that steps be taken to refill all ISU positions from which personnel were selected to fill other positions whose functions are other than that of an ISU investigator. These ISU positions are critical to maintaining continuity in investigations and adequate coverage to address the growing vehicle theft problem.

COORDINATOR'S ROLE

Items 1-16

Both the Border ISU lieutenant and sergeant have less than six months with the unit. Processes are being implemented to review statistics and historical trends in order to set goals for the unit. The Border Division management has set goals for the ISU coordinator and supervisors that include addressing unit issues, reducing the vehicle theft rate, and coordinating with allied agencies.

VEHICLE THEFT SUPERVISOR'S ROLE

Items 1-27

There are four sergeants assigned to the ISU; one CTIP sergeant, one FEAR sergeant, one Mexico Liaison Unit sergeant, and one ISU sergeant. There is also one sergeant each participating in RATT and OCATT.

A review of the CHP 118's for Border ISU revealed that many evaluations are late. It is recognized that the current ISU coordinator and sergeant are new to the unit, and steps are being taken to update the evaluations. It was also noted that supervisor's comments were not always consistent with the ratings given. A recommendation was made that more attention be paid to justifying the ratings with specific categorical comments.

The Border ISU coordinator is implementing a new policy to refer non-vehicle theft related crime cases to Areas having personnel able to conduct these investigations. Additionally, referring call-outs for vehicle theft cases back to the Areas if the Area has the ability to conduct the investigations themselves is a means identified to increase efficiency and build investigative expertise for field personnel.

It was estimated that as much as 50 percent of the sergeants' time is spent on responsibilities beyond those specific to the programs they oversee. These include but are not limited to internal investigations, criminal investigations other than vehicle theft, warrant service team, Department of Insurance assigned personnel, salvage vehicle inspection personnel, computer forensics assigned personnel, narcotic task force assigned personnel, and various administrative duties.

UNIT OPERATION

Items 1-16

Border Division ISU personnel work eight hour shifts, Monday through Friday. It was suggested that implementing alternate work schedules would be a means to provide better coverage for case investigation and follow-up, as well as increase moral and recruitment potential. Additionally, alternate work schedules would provide a means to control overtime, especially with the FEAR team as they travel throughout the Division.

All basic equipment and major equipment is tracked in a database by the ISU Office Technician.

There was no indication that a recent Category Six inspection, per HPG 22.1, Area Resources Management Guide, has been conducted. It is recommended that the Area Resources Management Guide be reviewed and inspections be conducted as indicated.

UNIT STANDARDS, OPERATING PROCEDURES, AND DIRECTIVES

Items 1-23

Border ISU personnel assist Areas in training VIN officers and also attend Area briefings and training days.

It was recommended by the evaluation team that ISU personnel contact local DMV offices in order to attend DMV training days. This will help to strengthen relationships with DMV and provide training to their staff who perform vehicle identification functions.

All Border ISU personnel were aware of procedures for obtaining search warrants. It was recommended that procedures for obtaining warrants in each jurisdiction be outlined in the Border ISU Standard Operating Procedures manual.

Border Division has recently implemented new procedures and policies for the processing of evidence. It was recommended by the evaluation team that evidence be processed through Area offices whenever possible.

It was noted during this evaluation that only a few of the ISU personnel have undercover driver's licenses. Additionally, not all of the undercover vehicles have undercover registration.

The ISU coordinator related that requests had been made several months prior for undercover identification cards, but that their status was unknown. When the evaluation team returns to Field Support Section (FSS), an inquiry will be made as to the status of the requests, and information will be forwarded to the Border ISU coordinator. As of March, 2008, all requests have been routed to the Social Security Administration and to the Commissioner's office for approval.

It was recommended that the investigators be provided with undercover identification and it was explained that because the process takes several months to complete, requests should be submitted before the need for it arises.

It was also explained that criminals are becoming more sophisticated in their abilities to identify individuals they come into contact with, including law enforcement. Having the undercover vehicles registered to a fictitious business, with an address of a "Mail Boxes Etc.", for example, would prevent the "No Record on File" from coming out of a registration check.

MEETINGS AND TRAINING

Items 1-13

It was noted that training is logged into the ETRS database, however it appears that information is not up-to-date. Attendance at Criminal Apprehension Program training, and mandatory quarterly shoots are not up-to-date.

PERFORMANCE MEASURES

Items 1-14

Performance is evaluated by review of case files, and CHP 136 documents. Deficiencies and/or accomplishments are noted, and action taken as necessary. Goals are often set based on the review of activity reports and an evaluation of that activity towards goal accomplishments.

The ISU lieutenant is a member of the Auto Theft Advisory Committee, and as such is a contributor to the Department's role as Statewide Vehicle Theft and Apprehension Coordinator.

It was noted that, although business inspections have been conducted as a result of investigations and information obtained from them, few random business inspections have been conducted in the previous two years. Recommendations were made that a log be kept of all businesses in the Border ISU jurisdiction which meet the criteria of Vehicle Code Section 2805, and the dates and results of their inspections be included.

It was estimated that between 60 and 65 percent of ISU investigations involve multiple vehicles, and 30 to 40 percent involve multiple suspects. This includes investigations conducted by the CTIP and FEAR teams. This is a strong indication that the focus of Border ISU investigations is on professional theft rings and thieves.

CASE ASSIGNMENTS

Items 1-13

Currently, Border ISU does not have a means for tracking or retrieving case information such as subjects involved in suspended cases, methods of operations, geographical similarities, etc.

The use of a database to house this information can be instrumental in developing links to professional theft rings and thieves.

IMPOUNDED VEHICLES

Items 1-5

A review of the Border ISU 10751 VC files was conducted. Files were very thorough. It was recommended by the evaluation team that care be taken to ensure confidential information is not included in narrative portions of reports.

Border ISU personnel make efforts to give 10751 storages priority to ensure storage fees are not accrued unnecessarily. It was recommended that component parts and vehicles seized and stored for violations of 10751 VC be filed at Area level whenever possible. It was also recommended that a log be kept to track storage status.

OCCUPATIONAL SAFETY

Items 1-5

There were no topics for discussion in this category.

CONFIDENTIAL FUND

Items 1-8

It was noted during this evaluation that the Border Division ISU Confidential Fund has a balance of \$30,000. A request has been made by Border Division ISU to reduce the fund to \$25,000. The evaluation team requested that the Border Division ISU coordinator notify FSS when the amount of the confidential fund changes.

Border ISU supervisors were reminded of the importance to cross-reference all expenditures with copies of documents, record serial numbers, and log entries.

VEHICLE IDENTIFICATION NUMBER PROGRAM

Items 1-6

The Border ISU coordinator attempts to have Area VIN personnel come to Division for temporary assignment whenever possible. This enables the VIN officers to work one-on-one with veteran investigators. This is a great training tool, and is supported by Area commands.

A review of monthly reports prepared by ISU staff prompted a recommendation that the CHP 97B, prepared when issuing a replacement VIN, should indicate any applicable case numbers as well as some details of the case to aid future follow-up investigations. Closed felony files are only retained for a limited amount of time. The VIN documents are retained at FSS for 50 years. Additionally, it is suggested that it be indicated how the VIN was verified, whether by secondary VIN, frame number, transmission number, engine number, fork number, NICB information, etc.

VEHICLE THEFT ACTIVITY REPORTS

Items 1-6

A review of CHP 136 and CHP 112 documents revealed that activity is documented, and disciplinary actions are taken when necessary.

It was recommended that supervisory comments reflect the ratings given, and that specific performance be detailed.

INFORMANT FILES

Items 1-6

Border ISU supervisors encourage the use of informants and the Confidential Fund. A review of documents prompted the following recommendations:

- The dates on the confidential fund log need to consistently match the supporting documents.

- Documents should contain informant numbers and case numbers.
- Miscellaneous expenditures from the confidential fund need to be detailed.
- Informant files should contain copies of all supporting documents (CHP 303, 303A, 303B, and 303C) as well as a recording of the serial numbers of any monies dispensed (i.e., copies of the bills kept in the file).
- Copies of quarterly record updates (Criminal History, Wants, and Driver's License inquiries) must be included in all active informant files.
- Signatures on all forms are necessary.
- All inactive informant files older than five years must be purged and destroyed.

It is also recommended that reimbursement for CTIP expenditures be submitted on separate travel claim forms.

AREA REPORT

Items 1-7

Information contained in the CHP 136E is used to identify vehicle theft trends. The information is compared to activity during the same periods of time for other areas of the state. The theft and recovery data is evaluated to aid in the proactive necessities of investigations.

Memorandum

Date: April 8, 2009

To: Valley Division
Special Services Commander

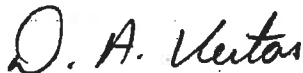
From: DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
Enforcement Services Division

File No.: 060.A04717.065.Chpt 8 Eval212

Subject: INVESTIGATIVE SERVICES UNIT EVALUATION

Enclosed is the final report resulting from the Investigative Services Unit evaluation conducted by Field Support Section October 6 - 10, 2008, in accordance with HPM 81.1, Chapter 8. Once the evaluation has been reviewed, please sign where indicated, and return a copy to Field Support Section, attention Lieutenant Chris Costigan.

If you have any questions regarding this matter, please contact Captain Mark Brunet or Lieutenant Chris Costigan at (916) 445-0752.



D. A. VERTAR, Chief

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

AREA Valley ISU	DIVISION Valley	NUMBER 212-2008-02
EVALUATED BY Lieutenant C. Costigan, Field Support Section		DATE 10/06/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Self		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> YES <input type="checkbox"/> NO		<input type="checkbox"/> Correction Report BY _____	COMMANDER'S SIGNATURE DATE
DIVISION MANAGEMENT		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/> CORRECTED <input type="checkbox"/>

1. Does the Special Services Commander oversee the Vehicle Ownership Security Program? ☒ Yes ☐ No

2. What is the chain of command in the ISU? The Valley Division chain of command includes the Chief, Assistant Chief, Captain, Lieutenant, and Sergeants. There are five sergeants assigned, including one Investigative Services Unit (ISU) sergeant, one State Security Program (SSP) sergeant, and one sergeant assigned to each of three task forces.

3. Is Division Management Actively Involved? ☒ Yes ☐ No

4. What operational considerations are unique to the ISU? Valley Division's operational considerations include a large geographic area consisting of 13 counties. The Valley Division ISU handles major felony cases, including murder, attempted murder, murder for hire, manslaughter, identity theft, insurance fraud, and Penal Code crimes, in addition to vehicle theft crimes. The ISU personnel have an outstanding relationship with the Special Services Unit of the Department of Corrections. Many Valley Division investigators teach various classes based on their expertise in specific fields like motorcycle, watercraft, and construction equipment identification. Additionally, there are five task forces within Valley Division, including: 1) the auto insurance fraud task force; 2) High Tech Crimes Task Force; 3) Sacramento County Auto Theft Task Force (SACCATT); 4) Delta Region Auto Theft Task Force (Delta RATT); 5) and the Placer County Auto Theft Task Force (P-CATT).

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

5. How are program responsibilities distributed among the assigned personnel? The SSP sergeant oversees field personnel within the program. The ISU sergeant supervises all ISU personnel consisting of three two-man teams who specialize in specific vehicle types like motorcycles, construction equipment, and watercraft. Cases are distributed based on geographic location, case load, and expertise of investigator.
6. How are assigned personnel selected? Prior to personnel being selected for assignment at Valley Division ISU, advertising via Comm Net message goes out, resumes are collected, and interviews are conducted. The lieutenant makes recommendations on individuals to interview, however, management usually leaves the decision up to the ISU sergeant. The ISU sergeant bases his selection on an individual's experience, training, time on the job, and a review of their CHP 118. Examples of writing ability are sometimes requested.
7. How are staffing needs determined? Vehicle theft trends determine staffing levels, however, there have been six investigators assigned to the ISU for as long as the current sergeant has been assigned. At one time Valley Division ISU had a staff of 12. As positions have been transferred to other locations (Division administrative office, task forces, etc.) positions were not refilled.
8. Review of county vehicle theft statistics completed? ☒ Yes ☐ No
9. Is adequate clerical support provided? ☐ Yes ☒ No
10. Are Area Commanders kept informed? ☒ Yes ☐ No
11. Do Area Commanders actively support the program? ☒ Yes ☐ No
12. Is Division management aware of current cases and staffing? ☒ Yes ☐ No
13. Are there vehicle theft task forces operating within the Division? ☒ Yes ☐ No
14. Does Division management actively pursue management, supervisory and investigator roles on those task forces? (refer to HPM 81.1, Vehicle Theft Control Manual, Chapter 9) ☒ Yes ☐ No
15. List the task forces and the departmental participation. Valley Division has three vehicle theft task forces in its jurisdiction. They include the Placer County Auto Theft Task Force (P-CATT), Sacramento County Auto Theft Task Force (SACCATTs), and Delta RATTs (Delta Region Auto Theft Task Force). Each task force is supervised by a CHP sergeant. There is also a High Tech Crimes Task Force, and an auto insurance fraud task force within Valley Division.
16. Have backfill positions been requested for personnel assigned to task forces? ☐ Yes ☒ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

INVESTIGATIVE SERVICES UNIT STRUCTURE	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
---------------------------------------	---	--	------------------------------------

1. How are supervisory functions assigned in the ISU? One sergeant is responsible for ISU personnel and activities, Warrant Service, and Critical Incident Investigations. There is one sergeant responsible for the SSP, Occupational Safety, and Emergency Response. Each sergeant backs up the other's position.

2. Are there job descriptions for all assigned personnel? ☒ Yes ☐ No

3. Is the staffing of the ISU adequate? ☐ Yes ☒ No

4. What is the supervisor's span of control? The ISU sergeant controls how personnel are utilized, equipment assignments, confidential fund usage, and overtime usage with the lieutenant's concurrence.

5. On what basis are investigators assigned to geographical areas; i.e., caseload, accessibility, geographical barriers, etc.? Investigators are assigned according to level of expertise, case load, and geographic location.

6. Does geographical assignment of investigators match demonstrated vehicle theft problems? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

ISU COORDINATOR'S ROLE	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1. Is the ISU coordinator a lieutenant or sergeant? The Valley Division ISU coordinator is a lieutenant.			
2. Is there an alternate ISU coordinator?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
3. Does the coordinator have a clear understanding of the Vehicle Ownership Security Program requirements as outlined in Chapter 1 HPM 81.1?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
4. Does the coordinator understand and actively administer his/her role as defined in Chapter 2 HPM 81.1?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
5. Is the main emphasis of the ISU focused on investigation and prosecution of professional thieves?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
6. Do the ISU statistics and cases show assigned personnel are concentrating their efforts on vehicle theft rings, etc.?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
7. Does the coordinator meet with representatives from private industry having an interest in vehicle theft problems?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
8. Does the coordinator review statistics and provide comments on demonstrated trends?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
9. Does the coordinator attend Area office staff meetings?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
10. Have any goals been set for the coordinator?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
11. What goals have been set? Goals have been set regarding training components with Areas. Goals of producing the Top Ten Report weekly and a daily Hot Sheet have been set.			
12. How are the goals set? Goals are set by reviewing the Strategic Plan and vehicle theft statistics to determine vehicle theft trends.			
13. Are the goals met?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
14. Is the coordinator responsible for other Division functions?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
15. How much time does the coordinator spend on other responsibilities? The lieutenant is responsible for Warrant Service, Critical Incident Investigations, MAIT, and internal investigations.			
16. Does the coordinator maintain a distribution schedule to track portable vehicle theft investigator equipment (i.e., laptop computers, cameras, etc.) issued by Enforcement Services Division, Investigative Services Section?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

VEHICLE THEFT SUPERVISOR'S ROLE		EVALUATED	ACTION REQUIRED	CORRECTED
1.	How many sergeants are assigned to the ISU? There are two sergeants in ISU, plus one to each task force (total of 5 sergeants)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	What are the sergeant(s) duties? Each task force is supervised by a sergeant. One sergeant oversees the Special Services Program, and Occupational Safety, and one sergeant oversees all ISU personnel activities, including Warrant Service, Critical Incident Investigations, and administrative duties.			
3.	Is/are the sergeant(s) conducting ride-alongs with assigned personnel?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	How is this documented? Training is documented in the Electronic Training Records System (ETRS), and on the CHP 112, and CHP 136.			
5.	What are the sergeant(s) training responsibilities? The ISU sergeant reviews training records, schedules training days for ISU personnel, coordinates training of Area personnel relative to vehicle theft issues, and coordinates training with the Department of Motor Vehicles, and the Department of Insurance.			
6.	Does/do the sergeant(s) review all reports submitted by investigators?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Does/do the sergeant(s) meet with vehicle theft units from other agencies?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Is/are the sergeant(s) keeping current on legislation and case law impacting the vehicle ownership program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Are the sergeant(s) CHP 118 comments appropriate and do they reflect the investigator's contributions to the ISU?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	Does he/she review the investigator's CHP 136s?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	How do investigators report the status of ongoing investigations? Investigators submit a weekly report summarizing activities to the ISU sergeant and these are reviewed at a weekly meeting.			
12.	How often are these investigator reports required? Reports are required on a weekly basis.			
13.	Is there a backlog of cases?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	Is/are the sergeant(s) providing investigators with information on current vehicle theft trends?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.	Is/are the sergeant(s) actively involved in the management of cases?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.	Does/do the sergeant(s) encourage a team approach to large or complicated cases?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.	Does/do the sergeant(s) encourage the development of in-depth investigations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

18.	Does/do the sergeant(s) encourage the use and maintenance of informants?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
19.	Has/have the sergeant(s) received advanced training in the investigative process?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
20.	Is/are the sergeant(s) familiar with the Vehicle Theft Information System (VTIS) reports?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
21.	Does/do the sergeant(s) take an active role in coordinating public affairs/news releases?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
22.	List any additional Division functions for which the sergeant(s) is/are responsible. The ISU sergeant is also responsible for Vehicle Theft Training, internal investigations, death notifications, and other administrative paperwork. The loss of clerical personnel (from 3 to 1) has resulted in the overload of duties for the remaining clerical person. Additionally, all other personnel have been forced to spend a portion of their time on administrative duties previously undertaken by clerical staff (copying, filing, faxing)		
23.	How much time is required on these other responsibilities? Approximately 25-30% of the ISU sergeant's time is spent on other responsibilities.		
24.	Have any goals been set for the sergeant(s)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
25.	What are the goals? Goals set for the ISU sergeant include to provide Area training, attend Area briefings, and to be responsive to Area needs.		
26.	How are the goals set? Goals are set by reviewing vehicle theft trends, and requests from Areas for assistance.		
27.	Are the goals being met?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

UNIT OPERATION	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
----------------	---	--	------------------------------------

1. What shift hours do the ISU personnel work? Most individuals are working a 4/10 shift, however, some work a 9/80 shift.
2. What call-out procedures and controls are being used? A different investigator is on-call each week, rotating by seniority. The sergeant is on-call all the time. The request for call-out goes usually to the lieutenant, or in his absence to the sergeant. If an investigator is called directly, the call-out request is routed through the sergeant for approval. Investigators may respond to after-hour requests for information from Area personnel without prior approval.
3. How are vehicles and equipment being assigned; i.e., are there any special or seized vehicles being used in the Division? Valley Division has a surveillance van. Vehicles are assigned to all investigators. When an investigator's vehicle is run-out, it is replaced. Equipment is assigned to each investigator. Specialized equipment, like body wires, is kept by the ISU sergeant and distributed as needed. There is a sign-out log.
4. Who is responsible for the portable vehicle theft investigator equipment issued by Investigative Services Section and vehicle inventory? The ISU sergeant is responsible for the portable vehicle theft investigator equipment issued, except for the equipment distributed to the Safety Services Program. That equipment is handled by the sergeant supervising that program.
5. Who is responsible for the vehicle inventory? The Safety Services Program sergeant is responsible for the vehicle inventory.
6. Has the inventory been audited? ☒ Yes ☐ No
7. Have any discrepancies been noted? ☐ Yes ☒ No
8. What were the discrepancies? N/A
9. Have all the discrepancies been cleared? ☒ Yes ☐ No
10. Has the ISU fleet had a recent Category Six Inspection per HPG 22.1, Area Resources Management Guide? ☐ Yes ☒ No
11. Is the Division Chief made aware of newsworthy investigations by the ISU personnel? ☒ Yes ☐ No
12. Are there procedures in place for disseminating newsworthy information regarding arrests to the media? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

13. When and how was the last evaluation conducted (Enforcement Services Division or self)? The ISU sergeant conducted an audit of ISU procedures in 2008 by reviewing documents and the ISU's Standard Operating Procedures.

14. Was there required action as a result of the last evaluation? ☒ Yes ☐ No

15. When were corrections made? Retention and purging procedures were reviewed and files cleaned up accordingly. The procedure of securing sensitive equipment was improved.

16. Were the results of the evaluation discussed with the ISU personnel? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

UNIT STANDARDS, OPERATING PROCEDURES AND DIRECTIVES		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Is there a system in place for providing training to Area officers?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.	Does the ISU support Area personnel with training and investigative assistance; i.e., call-outs, training day/ briefing presentations and ride-alongs?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
3.	How often are investigators called out to assist Areas? Investigators are routinely called out to assist Areas; sometimes weekly, sometimes monthly. There are often daily phone calls for information requests from Area Vehicle Identification Number (VIN) officers.			
4.	What is the ISU call-out procedure? A different investigator is on-call each week, rotating by seniority. The sergeant is on-call all the time. The request for call-out goes usually to the lieutenant, or in his absence to the sergeant. If an investigator is called directly, the call-out request is routed through the sergeant for approval. Investigators may respond to after-hour requests for information from Area personnel without prior approval.			
5.	Are Area personnel used in vehicle theft operations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
6.	What are the ISU procedures for conducting search warrants? A minimum of eight personnel are utilized for search warrant service. Each of the 13 counties in Valley Division differs in search warrant procedures. In Sacramento county the intake District Attorney must review a warrant prior to the judge signing the warrant. If the Warrant Service Team is utilized, a call to Field Support Section to receive a Warrant Service number is made. It was suggested by Field Support Section personnel that a check list be developed for each of the counties so that whoever is initiating the warrant always has a complete procedure to follow.			
7.	Are search warrants being utilized to facilitate investigations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
8.	Are CHP Warrant Service Teams used to execute high risk warrants?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
9.	Are the ISU personnel following guidelines in General Order 100.84, Warrant Service Program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
10.	Are allied agencies tactical teams available to assist with warrant service?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
11.	Is training provided on building searches?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
12.	Does the ISU have an evidence room?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
13.	Is there an evidence officer?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
14.	Has there been a recent special functions inspection per Chapter 15, HPG 22.1, Area Resources Management Guide?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
15.	Does the Division have a Standard Operating Procedure on undercover vehicle operation?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

16. How are investigator's confidential (undercover) identifications processed? Valley Division does not utilize undercover identification. At some time in the past all the undercover identification cards were collected and returned to headquarters for unknown reasons. It was suggested that new requests and justifications be made for undercover identification for each ISU investigator.
17. Do all investigators have confidential identifications? No. See above.
18. Are the identifications current and valid? ☐ Yes ☒ No
19. Is there a suspense system set up for renewing the identifications? ☐ Yes ☒ No
20. How are unmarked cars registered? The undercover vehicles all have "No Record On File". It was suggested that the undercover vehicles be registered to fictitious business names and addresses. This practice eliminates the possibility of criminals researching plate numbers to ascertain an officers identity.
21. Do any unmarked cars have undercover registration? ☐ Yes ☒ No
22. Are the investigators aware of the undercover registration? ☐ Yes ☒ No
23. Are all investigators familiar with the Mexico Liaison Program? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

MEETINGS AND TRAINING		EVALUATED	ACTION REQUIRED	CORRECTED
1.	How often does the Division manager, responsible for overseeing the Vehicle Ownership Security Program, meet with the ISU coordinator? There are weekly meetings between Division managers and the ISU coordinator.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	How often does the ISU coordinator attend Division Area Commanders' Conferences? The ISU coordinator attends all Division Area Commanders' Conferences.			
3.	How often does the Division Chief attend ISU staff meetings? The current Assistant Chief has inquired about meeting schedules and plans to attend whenever possible.			
4.	Does the Division manager, responsible for the Vehicle Ownership Security Program, attend ISU staff meetings?		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
5.	What specialized training is being provided to ISU personnel? ISU personnel are scheduled for all available vehicle theft and investigative training provided by the Department and allied agencies whenever funding is available.			
6.	Is there a structured training program for new ISU personnel?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.	Are staff/unit meetings scheduled on a regular basis?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
8.	Are minutes of staff/unit meetings reviewed and action items clearly identified?		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
9.	Are vehicle theft trends and current cases discussed at staff/unit meetings?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
10.	Does the ISU coordinator meet with allied agencies and other support groups?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
11.	How does Division monitor ISU mandated training requirements? Training requirements are monitored by a review of training records. All training is recorded in the Electronic Training Records System (ETRS).			
12.	Are all ISU personnel training records up to date?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
13.	Are vehicle theft training and legal bulletins disseminated and reviewed with investigators?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

PERFORMANCE MEASURES		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Does the Division manager, responsible for the Vehicle Ownership Security Program, regularly review the Division vehicle theft statistics?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.	Are trends or significant changes in the statistics discussed with the ISU coordinator?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3.	How is progress, or lack of progress, in the Division program handled? Progress or lack of progress is determined by a review of the vehicle theft statistics at the end of the year compared with the previous year.			
4.	How are goals set? Goals are set according to the Department's Strategic Plan.			
5.	Are the goals realistic?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
6.	Are the goals being met?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.	How often are the goal accomplishments reviewed with the Division Chief? The goal accomplishments are reviewed weekly.			
8.	Does the ISU appear to be focussing on the professional thieves?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
9.	Does the ISU actively contribute to the Department's role as Statewide Vehicle Theft and Apprehension Coordinator?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
10.	Does the ISU selectively inspect business establishments most commonly used to dispose of stolen vehicles and major components?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
11.	Is the ISU actively involved in commercial and specialized vehicle theft investigations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
12.	Does the ISU investigate motorcycle related businesses and activities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
13.	What percentage of investigations involve multiple vehicles? Approximately 50% of Valley Division's investigations involve multiple vehicles.			
14.	What percentage of investigations involve multiple suspects? It is estimated that approximately 50% of Valley Division's investigations involve multiple suspects.			

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

CASE ASSIGNMENTS	EVALUATED	ACTION REQUIRED	CORRECTED
1. How are cases assigned? Cases are assigned based on geography, case load, and expertise.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. What criteria is used to determine which cases to pursue? Existing evidence, amount of civil issue involved, and whether the evidence present is viable, are all considered when determining to pursue a case.			
3. When are cases terminated? Cases are terminated when the evidence is no longer viable, when all leads have been exhausted, or when an arrest is made.			
4. What criteria is used to terminate a case? The decision to terminate a case is based on whether all leads have been exhausted, if the evidence is no longer viable, or if no suspects can be identified.			
5. Is there a method in place for retrieving case information; i.e., subjects involved in suspended cases, geographical and method of operations similarities, etc.?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/> No
6. How is the ISU's Commercial and Specialized Vehicle Theft Program organized? Commercial and specialized vehicle theft cases are assigned to investigators with expertise in those disciplines.			
7. What goals has the ISU set for commercial and specialized vehicle theft activity? Goals are set by a review of previous vehicle theft trends in each category or vehicle type.			
8. Does Division management participate in the 10851 awards program?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/> No
9. Are 10851 award recipients receiving proper recognition?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/> No
10. Review of HPM 150.1, Departmental Awards Manual, Chapter 3, completed?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/> No
11. Is the Division Chief attending awards ceremonies?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

12. How much participation is there from allied agencies? Allied agencies call regularly for information regarding the Department's

10851 program.

13. Are the 10851 award pins kept in a secure place and under inventory control? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

IMPOUNDED VEHICLES		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Does the ISU have a review process for vehicle impounds (10751 and evidence)? (Refer to HPM 81.1, Vehicle Theft Control Manual, Chapter 5 and the HPM 81.2, Vehicle Procedures Manual, Chapters 1 and 4.) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
2.	What type of control is in place for avoiding excess storage costs on impounded vehicles? Area evidence tow companies are used whenever possible. The tow company sends an inventory monthly showing which vehicles remain in storage. Investigators try to get waivers signed and attempt to utilize CHP facilities for storage whenever possible. The ISU sergeant maintains an impound log.			
3.	Are investigators familiar with the procedures on seized vehicles contained in Chapter 6, (Department use of seized vehicles), HPM 81.1? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
4.	Review of violation of Vehicle Code Section 10751 package (CHP 180, 181, 181A-C and court petitions) completed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
5.	Are the requirements as outlined in Chapter 5 of the HPM 81.1, Vehicle Theft Control Manual, being met? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

OCCUPATIONAL SAFETY	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1. Are the special hazards associated with undercover operations stressed during training days?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Does the ISU have its own occupational safety goals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Has the required safety check ride-along been accomplished on all ISU personnel?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Are the ISU goals being met?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Are there any accident or injury trends?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

CONFIDENTIAL FUND	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
--------------------------	---	--	------------------------------------

1. How much money is kept in the Division confidential fund? The Valley Division confidential fund contains \$10,000.

2. Who audits the fund and transaction records? The confidential fund is audited monthly by the ISU lieutenant and sergeant.

3. Are receipts on file for all expenditures not associated with informants? ☒ Yes ☐ No

4. Are investigators encouraged to maintain an active informant base? ☒ Yes ☐ No

5. Review of records of confidential fund expenditures completed? ☒ Yes ☐ No

6. Do any expenditures exceed authorization (coordinator up to \$750, Division Chief up to \$2,000, Assistant Commissioner, Field, over \$2,000)? ☐ Yes ☒ No

7. Is the fund balance correct? ☒ Yes ☐ No

8. Are there outstanding travel expense claims? ☐ Yes ☒ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

VEHICLE IDENTIFICATION NUMBER PROGRAM

EVALUATED



ACTION REQUIRED



CORRECTED



1. Who is responsible for the security of the information related to confidential secondary VIN locations? All personnel. It is located in a locked cabinet.

2. Is the secondary VIN information kept in a locked file?

☒ Yes

☐ No

3. Who has access to the file? Only the ISU sergeant.

4. How is the Division VIN program structured? Valley Division ISU has one VIN officer. The Salvage Vehicle Inspection Program has a VIN program, and SACCATT also has a VIN officer. The ISU coordinates with Area VIN personnel to train new VIN officers and schedule attendance for the Vehicle Theft 40-hour course. Every Area in Valley Division has a primary and secondary VIN officer.

5. Are Division vehicle theft investigators required to do VIN assignments?

☒ Yes

☐ No

6. If the ISU personnel make such assignments, is there a recent HPG 22.1, Area Resources Management Guide, Chapter 15, Special Functions Inspection on file?

☐ Yes

☒ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

VEHICLE THEFT ACTIVITY REPORTS		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Review of CHP 136 and the CHP 136C (Vehicle Theft Activity Reports) completed?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.	Are all investigators contributing to the program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
3.	How is the investigators' activity evaluated for outstanding and deficient levels? Activity is evaluated by reviewing CHP 136's and cases and compared to the ISU goals.			
4.	Have deficient investigators received counseling and is this properly documented?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
5.	How is overall ISU activity evaluated? ISU activity is evaluated by comparing the Division goals and vehicle theft trends with the investigations being conducted.			
6.	How is Division management documenting feedback on program accomplishments? Feedback is offered by means of comments on the CHP 136's, Form 2's, and discussion at staff meetings.			

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

IMPORTANT FILES	EVALUATED		ACTION REQUIRED		CORRECTED	
		<input checked="" type="checkbox"/>		<input type="checkbox"/>		<input checked="" type="checkbox"/>

1. Are all informant files current? ☒ Yes ☐ No

2. Is activity for the last 12 months shown? ☒ Yes ☐ No

3. Do all informant files contain the required forms (CHP 303 Informant Identification Record; CHP 303A, Investigation Agreement; CHP 303B, Confidential Agreement; CHP 303C, Expenditure of Confidential Funds)? ☒ Yes ☐ No

4. Are all informant expenditures recorded on the Confidential Fund records and logged in the informant files? ☒ Yes ☐ No

5. How is confidentiality of informant files maintained? The informant files are locked in a cabinet to which the lieutenant and the sergeant have access. See Summary page for recommendations on informant files.

6. Are personnel aware of court procedures to maintain the confidentiality of informant rewards? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

AREA REPORT		EVALUATED	<input checked="" type="checkbox"/>	ACTION REQUIRED	<input type="checkbox"/>	CORRECTED	<input type="checkbox"/>
1.	How does the ISU use information from the CHP 136E, Vehicle Theft Report? Information from the Vehicle Theft Report is utilized to identify trends and adjust activities to address the current needs.						
2.	Is there a review of the CHP 136E Vehicle Theft Report information to determine if any similarities exist with current cases or activity in other Areas?					<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3.	Do investigators review names of suspects arrested by Areas for known professional vehicle thieves?					<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
4.	Are the names of known professional vehicle thieves entered into a data base?					<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
5.	Are arrest/investigation reports reviewed by a supervisor?					<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
6.	Are arrest/investigation reports filed at Division or an Area Office? Reports are filed at Division.						
7.	When arrest/investigation reports are rejected for complaint filings, are supervisors reviewing the reports with the investigator to determine what could have been done to improve the investigation package?					<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

VALLEY DIVISION
Chapter 8 Evaluation Summary
October 6 - 10, 2008

DIVISION MANAGEMENT

Items 1-16

Valley Division covers 13 counties located in the central valley. This presents unique geographical needs. Investigators generally work in teams of two. Each team is assigned to certain counties, and each specializes in specific vehicle types. Although each team is very knowledgeable in all aspects of vehicle identification, cases are assigned on the basis of caseload as well as area of expertise.

There are three vehicle theft task forces operating in Valley Division (SACCATT, DeltaRATT, and P-CATT), as well as the High Tech Crimes Task Force. Valley Division also has an investigator assigned to the Department of Insurance as part of their Staged Collisions Unit, funded by AB 1050. Valley Division management has taken a very supportive role in the development of vehicle theft task force operations. Many of these vehicle theft task forces are funded and supported by county and municipal law enforcement agencies.

All task forces have CHP assigned investigators and supervisors. The Valley Division ISU lieutenant has operational oversight.

It was noted that there is one clerical person assigned to the ISU, and one half-time clerical person assigned to the Salvage program. Functions such as copying, filing, and preparing basic correspondence, duties normally completed by clerical staff, are carried out by uniformed personnel within the ISU.

It is recommended that the addition of clerical staffing for the ISU be pursued. This will allow investigators, supervisors, and the ISU coordinator to focus on their primary duties.

This evaluation revealed that as much as 30 percent of the ISU sergeant's time is spent performing varied ancillary duties, and very little overtime is expended by ISU personnel. It should be noted that the use of overtime and additional personnel are also means by which investigations could be strengthened; more time could be utilized conducting follow-up, and linking vehicle theft crimes to professional rings and thieves. Though statistical data shows a drop of approximately 12 percent and 21 percent, respectively, in the vehicle theft rate for San Joaquin, and Sacramento counties, San Joaquin county is ranked number 4 and Sacramento county is ranked number 13, nationwide for vehicle thefts.

Valley Division has taken a proactive rather than a reactive approach to vehicle theft investigation in recent months. They have implemented Operation Impact,

working closely with probation departments and local agencies within each county, to focus on vehicle theft related crimes and repeat offenders. This approach is proving effective. A review of the vehicle theft statistics for Valley Division through July 2008, compared to July 2007, shows an approximate 16 percent decrease in vehicle thefts for the period. Although Valley Division investigators work with CHP Area personnel and assist local agencies with investigations, many are also involved in in-depth investigations of professional theft rings.

Valley Division's use of alternative work schedules allows for thorough shift coverage.

INVESTIGATIVE SERVICES UNIT STRUCTURE

Items 1-6

A review of the Standard Operating Procedures (SOP) for Valley Division revealed that it had not been recently updated. The duty-hours section reflects a five-day, forty-hour work week. The job descriptions for three of the task forces in the Division were not included. There were no sections which reference Warrant Service Team usage or confidential fund guidelines. Additionally, annexes are referenced in the content of the SOP, but none are included.

COORDINATOR'S ROLE

Items 1-16

Valley Division has set unique goals for the ISU involving training and educational components. The investigators are required to attend Area briefings and training days to provide training and feedback to officers in the field. A list of the Top Ten vehicles stolen in the Division is published weekly, as well as a daily Hot Sheet.

VEHICLE THEFT SUPERVISOR'S ROLE

Items 1-27

Valley Division is in a unique position, being located in the State's capital, and is involved in many high-profile crime investigations. The ISU's involvement ranges from functioning as lead investigatory agency, to providing some

4/2/2009

investigative assistance. These circumstances create additional responsibilities for the Vehicle Theft supervisor whose regular duties include oversight of the ISU investigators, training, felony follow-up, Warrant Service Team, Critical Incident Investigation Team, Safety Services Program personnel, clerical personnel, and various administrative duties.

The majority of Valley Division ISU investigators are extremely knowledgeable in specialized fields such as motorcycle, watercraft, commercial vehicle, and construction equipment identification. These investigators are often called upon to teach at training seminars and the Department's POST certified Vehicle Theft Training class. Additionally, these investigators are called upon by allied agency personnel and CHP field personnel for assistance in identifying vehicles.

The Valley Division ISU personnel related that there is no shortage of cases to investigate. There are always leads coming in and new reports of vehicle theft. This leads to a constant turn over of cases and very little downtime between investigations.

UNIT OPERATION

Items 1-16

It is recommended that HPG 22.1, Chapter 6, Area Resources Management Guide be reviewed, and a Category Six self-evaluation be conducted. There were no indications that such a formal or self-evaluation has been conducted in the past two years as suggested in HPG 22.1, Chapter 1.

UNIT STANDARDS, OPERATING PROCEDURES, AND DIRECTIVES

Items 1-23

Valley Division ISU personnel are routinely called by field personnel to assist with vehicle identification or investigation assistance.

Valley Division ISU personnel routinely call upon the Warrant Service Team to assist with the serving of warrants in high-risk cases. Investigators are given building search training quarterly.

It is recommended that HPG 22.1, Chapter 15, Area Resources Management Guide be reviewed, and a self-evaluation be completed. No evidence of a formal or self-evaluation was noted for the preceding two years as suggested in HPG 22.1, Chapter 1.

It was noted during this evaluation that none of the ISU personnel have undercover driver's licenses, and none of the undercover vehicles have undercover registration.

It was recommended that the investigators be provided with undercover identification. It was explained that the process takes several months to complete and should be started before the need arises. It was also explained that criminals are becoming more sophisticated in their abilities to identify individuals they come into contact with, including law enforcement. Having the undercover vehicles registered to a fictitious business, with an address at a Mail Boxes Etc., for example, would prevent the "No Record on File" returning on a registration check, which could potentially raise suspicions.

A review of the Valley Division SOP revealed that procedures for undercover vehicle operations are not included. It is recommended that these procedures be included in the next revision of the Valley Division SOP.

MEETINGS AND TRAINING

Items 1-13

Valley Division ISU investigators provide weekly activity updates to the sergeant who then prepares a weekly report for the ISU coordinator. These informational updates are taken to the Division staff meetings weekly. Minutes are not taken at the meetings.

The training records for Valley Division were reviewed. Except for updating Criminal Apprehension Program training, all records appear to be up-to-date.

PERFORMANCE MEASURES

Items 1-14

Valley Division's proactive approach to vehicle theft investigation, working closely with probation departments and local agencies within each county, and focusing on vehicle theft related crimes and repeat offenders, supports an estimated 50 percent of investigations involving multiple vehicles and multiple suspects. This approach is proving effective, resulting in an approximately 16 percent decrease in vehicle thefts as of July 2008, when compared to the same period of 2007. Although Valley Division investigators work with CHP Area

4/2/2009

personnel and assist local agencies with investigations, many are also involved in in-depth investigations of professional theft rings, and many are specialists in specific vehicle identification, such as motorcycles, construction equipment, and watercraft.

CASE ASSIGNMENTS

Items 1-13

Valley Division ISU utilizes the Automated Information System (AIS) to track case information.

Valley Division is active in the Department's 10851 Award program.

IMPOUNDED VEHICLES

Items 1-5

It was determined that the majority of component parts and vehicles seized and stored for violations of 10751 of the Vehicle Code (VC) are stored using either CHP storage facilities at Area offices or the departmental contract tow company. Investigators make diligent efforts to have vehicles released as soon as possible, and to obtain waiver forms when appropriate.

It is recommended that the ISU evidence officer maintain a log of vehicles stored pursuant to 10751 VC, and that a suspense system be set up to track expenses incurred.

OCCUPATIONAL SAFETY

Items 1-5

There were no topics for discussion for this Category.

CONFIDENTIAL FUND

Items 1-8

It was noted that the Valley Division ISU maintains a \$10,000 Confidential Fund.

Investigators are encouraged by the ISU coordinator and supervisor to utilize informants and confidential funds to further their investigations.

Several suggestions were made during this evaluation regarding the keeping of the confidential fund ledger and documentation. These suggestions, when implemented, will assist the coordinator and supervisor in conducting the monthly audit of the fund, as well as any formal audits being conducted in the future. The recommendations are as follows:

- A Confidential Fund ledger must be maintained.
- Copies of the money (i. e., recording the serial numbers of each bill) for each transaction is required. These copies must cross-reference the case number/informant number.
- A file of CHP 303C's should be maintained with the Confidential Fund for cross-referencing transactions.

VEHICLE IDENTIFICATION NUMBER PROGRAM

Items 1-6

A review of the CHP 97 and CHP 97A reports for several months was conducted. The following recommendations were made:

- Section E on the CHP 97A must be completed. It is the only means by which statistics are compiled for the replacement VIN program.
- The CHP 97B, prepared when issuing a replacement VIN, should contain more detailed descriptions of the blue tag applications, such as placement location of the blue tag, and any applicable case numbers, to aid future follow up investigations.
- How the VIN was verified, whether by secondary VIN, frame number, transmission number, engine number, fork number, NICB information, etc., should be included on the CHP 97B.
- A secondary blue tag to be used as a secondary VIN is recommended when a secondary VIN is not available.

Memorandum

Date: April 8 2009

To: Inland Division
Special Services Commander

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Enforcement Services Division

File No.: 060.A04717.065.Chpt 8 Eval801

Subject: INVESTIGATIVE SERVICES UNIT EVALUATION

Enclosed is the final report resulting from the Investigative Services Unit evaluation conducted by Field Support Section December 8 - 12, 2008, in accordance with HPM 81.1, Chapter 8. Once the evaluation has been reviewed, please sign where indicated, and return a copy to Field Support Section, attention Lieutenant Chris Costigan.

If you have any questions regarding this matter, please contact Captain Mark Brunet or Lieutenant Chris Costigan at (916) 445-0752.


D. A. VERTAR, Chief

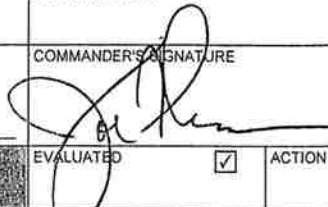
INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

AREA	DIVISION	NUMBER
Inland ISU	Inland Division	801-2008-01
EVALUATED BY	DATE	
Lieutenant C. Costigan, Field Support Section	12/12/2008	

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE		
<input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Self				
FOLLOW-UP REQUIRED		COMMANDER'S SIGNATURE	DATE	
<input type="checkbox"/> Correction Report			4/10/09	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO BY _____				
DIVISION MANAGEMENT		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>

1. Does the Special Services Commander oversee the Vehicle Ownership Security Program? ☒ Yes ☐ No
2. What is the chain of command in the ISU? In Inland Division the ISU investigators report to the sergeant, the sergeant reports to the lieutenant, the lieutenant reports to the captain, and the captain reports to the assistant chief.

3. Is Division Management Actively Involved? ☒ Yes ☐ No
4. What operational considerations are unique to the ISU? Inland Division covers a large geographical area containing rural and metropolitan areas, as well as multiple counties. There are two vehicle theft task forces in Inland Division, 1) Riverside County Task Force (RAID), and 2) San Bernardino County Auto Theft Task Force (SANCATT). Also within Inland Division are the Inland Narcotics Task Force and Cargo Theft Interdiction Program (CTIP) team. Inland Division also has officers assigned to the Department of Insurance, AB 1050 program.

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

5. How are program responsibilities distributed among the assigned personnel? Inland Division has one lieutenant and one sergeant assigned to the ISU. Also assigned to Inland Division are one investigator assigned to the CTIP program, five investigators assigned to the ISU, one investigator assigned as the salvage vehicle inspection/vehicle identification number (VIN) officer, and two investigators assigned to each of the two task forces.

6. How are assigned personnel selected? Personnel are selected after a Comm-Net goes out, resumes are reviewed, and interviews are conducted. Input is solicited from currently assigned personnel as well. Selections are made with Division approval.

7. How are staffing needs determined? Inland Division staffing needs are determined by evaluating vehicle theft statistics, and caseloads.

8. Review of county vehicle theft statistics completed? ☒ Yes ☐ No

9. Is adequate clerical support provided? ☒ Yes ☐ No

10. Are Area Commanders kept informed? ☒ Yes ☐ No

11. Do Area Commanders actively support the program? ☒ Yes ☐ No

12. Is Division management aware of current cases and staffing? ☒ Yes ☐ No

13. Are there vehicle theft task forces operating within the Division? ☒ Yes ☐ No

14. Does Division management actively pursue management, supervisory and investigator roles on those task forces? (refer to HPM 81.1, Vehicle Theft Control Manual, Chapter 9) ☒ Yes ☐ No

15. List the task forces and the departmental participation. Both RAID and SANCATT have CHP lieutenant managers and two CHP investigators.

16. Have backfill positions been requested for personnel assigned to task forces? ☐ Yes ☒ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

INVESTIGATIVE SERVICES UNIT STRUCTURE	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
---------------------------------------	---	--	------------------------------------

1. How are supervisory functions assigned in the ISU? The sergeant in Inland Division is responsible for the ISU personnel, as well as the Warrant Service Team (WST), CTIP, Salvage Vehicle Inspection Program, Replacement VIN Program, and internal investigations.

2. Are there job descriptions for all assigned personnel? ☒ Yes ☐ No

3. Is the staffing of the ISU adequate? ☐ Yes ☒ No

4. What is the supervisor's span of control? The sergeant has responsibility for eight ISU personnel. The current sergeant is new to the position, and clears all decisions through the lieutenant before implementation.

5. On what basis are investigators assigned to geographical areas; i.e., caseload, accessibility, geographical barriers, etc.? Inland ISU investigators are assigned based on case load, Area need, and expertise.

6. Does geographical assignment of investigators match demonstrated vehicle theft problems? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

ISU COORDINATOR'S ROLE	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1. Is the ISU coordinator a lieutenant or sergeant? Inland ISU's coordinator is a lieutenant.			
2. Is there an alternate ISU coordinator? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
3. Does the coordinator have a clear understanding of the Vehicle Ownership Security Program requirements as outlined in Chapter 1 HPM 81.1? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
4. Does the coordinator understand and actively administer his/her role as defined in Chapter 2 HPM 81.1? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
5. Is the main emphasis of the ISU focused on investigation and prosecution of professional thieves? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
6. Do the ISU statistics and cases show assigned personnel are concentrating their efforts on vehicle theft rings, etc.? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
7. Does the coordinator meet with representatives from private industry having an interest in vehicle theft problems? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
8. Does the coordinator review statistics and provide comments on demonstrated trends? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
9. Does the coordinator attend Area office staff meetings? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
10. Have any goals been set for the coordinator? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
11. What goals have been set? Goals have been set for the ISU coordinator to address issues of the unit; reduce the vehicle theft rate; respond to community needs; and coordinate with allied agencies.			
12. How are the goals set? The goals are set for Inland ISU by reviewing the Strategic Plan, reviewing statistics, and by the Captain attending meetings with allied agencies and public entities.			
13. Are the goals met? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
14. Is the coordinator responsible for other Division functions? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
15. How much time does the coordinator spend on other responsibilities? Approximately 50-60 percent of the ISU coordinator's time is spent on other Division functions, including Air Operations, Commercial enforcement, K-9 Program, MAIT, Motor Carriers, and the WST.			
16. Does the coordinator maintain a distribution schedule to track portable vehicle theft investigator equipment (i.e., laptop computers, cameras, etc.) issued by Enforcement Services Division, Investigative Services Section? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

VEHICLE THEFT SUPERVISOR'S ROLE		EVALUATED	ACTION REQUIRED	CORRECTED
1.	How many sergeants are assigned to the ISU? There is one sergeant assigned to the Inland ISU.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	What are the sergeant(s) duties? The ISU sergeant oversees the vehicle theft investigators within the ISU directly, as well as internal investigations. The ISU sergeant also oversees the investigators assigned to the WST, CTIP, VINs, and Salvage programs.			
3.	Is/are the sergeant(s) conducting ride-alongs with assigned personnel?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	How is this documented? The ride-alongs are not documented.			
5.	What are the sergeant(s) training responsibilities? The Inland ISU sergeant oversees training for the WST, as well as other training critical to the personnel assigned. The sergeant also oversees the input of all training records into the Electronic Training Records System.			
6.	Does/do the sergeant(s) review all reports submitted by investigators?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Does/do the sergeant(s) meet with vehicle theft units from other agencies?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Is/are the sergeant(s) keeping current on legislation and case law impacting the vehicle ownership program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Are the sergeant(s) CHP 118 comments appropriate and do they reflect the investigator's contributions to the ISU?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	Does he/she review the investigator's CHP 136s?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	How do investigators report the status of ongoing investigations? The Inland ISU sergeant communicates weekly with investigators, and at informal meetings. The sergeant is updated as changes in cases occur.			
12.	How often are these investigator reports required? Reports are made as completed.			
13.	Is there a backlog of cases?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	Is/are the sergeant(s) providing investigators with information on current vehicle theft trends?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.	Is/are the sergeant(s) actively involved in the management of cases?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.	Does/do the sergeant(s) encourage a team approach to large or complicated cases?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.	Does/do the sergeant(s) encourage the development of in-depth investigations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

18.	Does/do the sergeant(s) encourage the use and maintenance of informants?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
19.	Has/have the sergeant(s) received advanced training in the investigative process?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
20.	Is/are the sergeant(s) familiar with the Vehicle Theft Information System (VTIS) reports?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
21.	Does/do the sergeant(s) take an active role in coordinating public affairs/news releases?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
22.	List any additional Division functions for which the sergeant(s) is/are responsible. The Inland ISU sergeant is also responsible for the salvage vehicle inspection program, warrant service program, criminal cases, Critical Incident Investigation Team, Mobile Field Force, the Honor Guard detail, and various administrative functions such as internal investigations and audits.		
23.	How much time is required on these other responsibilities? It is estimated that approximately 20 percent of the time for the ISU sergeant is spent on other duties.		
24.	Have any goals been set for the sergeant(s)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
25.	What are the goals? The Inland ISU goals include providing service to Area office personnel and allied agencies, providing training to the public, attending briefings, providing intelligence and information, and reducing vehicle theft.		
26.	How are the goals set? The goals for the ISU are based on current trends and demands.		
27.	Are the goals being met?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

UNIT OPERATION	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
-----------------------	---	--	------------------------------------

1. What shift hours do the ISU personnel work? Personnel within the ISU work on a 4/10 work week schedule, with alternate Mondays and Fridays off, 0700-1730 hours. The ISU sergeant currently works a 5/8 work week schedule, 0800-1700 hours.
2. What call-out procedures and controls are being used? Inland ISU assigns investigators for call-out in one-week increments. The investigator notifies the supervisor for approval. The sergeant advises the lieutenant.
3. How are vehicles and equipment being assigned; i.e., are there any special or seized vehicles being used in the Division? Vehicles and equipment are assigned based on an investigator's expertise and seniority. Each investigator in Inland ISU is assigned basic equipment. Specialized equipment is distributed based on need.
4. Who is responsible for the portable vehicle theft investigator equipment issued by Investigative Services Section and vehicle inventory? The ISU sergeant and one investigator does the inventory.
5. Who is responsible for the vehicle inventory? The ISU sergeant oversees the vehicle inventory.
6. Has the inventory been audited? ☒ Yes ☐ No
7. Have any discrepancies been noted? ☐ Yes ☒ No
8. What were the discrepancies? N/A
9. Have all the discrepancies been cleared? ☒ Yes ☐ No
10. Has the ISU fleet had a recent Category Six Inspection per HPG 22.1, Area Resources Management Guide? ☐ Yes ☒ No
11. Is the Division Chief made aware of newsworthy investigations by the ISU personnel? ☒ Yes ☐ No
12. Are there procedures in place for disseminating newsworthy information regarding arrests to the media? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

13. When and how was the last evaluation conducted (Enforcement Services Division or self)? There was no record of any previous evaluations being conducted.

14. Was there required action as a result of the last evaluation?

☐ Yes

☐ No

15. When were corrections made? N/A

16. Were the results of the evaluation discussed with the ISU personnel?

☐ Yes

☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

UNIT STANDARDS, OPERATING PROCEDURES AND DIRECTIVES		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Is there a system in place for providing training to Area officers?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.	Does the ISU support Area personnel with training and investigative assistance; i.e., call-outs, training day/briefing presentations and ride-alongs?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
3.	How often are investigators called out to assist Areas? Call-outs by Areas occur one to two times a week.			
4.	What is the ISU call-out procedure? Inland ISU investigators are assigned one-week schedules for call-out. The investigator notifies the supervisor for approval if the request for call-out comes directly to the investigator. The sergeant advises the lieutenant.			
5.	Are Area personnel used in vehicle theft operations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
6.	What are the ISU procedures for conducting search warrants? Investigators get the information, obtain sergeant's approval, write the warrant, obtain sign-off by lieutenant or captain, advise District Attorneys (DA) and obtain approval, then obtain judges signature. The WST is used to serve warrants. The CHP 413 is completed, as well as a background check. There are different procedures for the different jurisdictions within the Division. It is Inland Division's policy to always use the WST.			
7.	Are search warrants being utilized to facilitate investigations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
8.	Are CHP Warrant Service Teams used to execute high risk warrants?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
9.	Are the ISU personnel following guidelines in General Order 100.84, Warrant Service Program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
10.	Are allied agencies tactical teams available to assist with warrant service?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
11.	Is training provided on building searches?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
12.	Does the ISU have an evidence room?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
13.	Is there an evidence officer?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
14.	Has there been a recent special functions inspection per Chapter 15, HPG 22.1, Area Resources Management Guide?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
15.	Does the Division have a Standard Operating Procedure on undercover vehicle operation?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

16. How are investigator's confidential (undercover) identifications processed? The ISU captain had all investigators turn in their undercover identification. It is recommended that undercover identification be considered for all investigators. The process of obtaining them is lengthy, so it is best to make the requests early, prior to the need.

17. Do all investigators have confidential identifications? None of the investigators have confidential identification.

18. Are the identifications current and valid? ☐ Yes ☐ No

19. Is there a suspense system set up for renewing the identifications? ☐ Yes ☐ No

20. How are unmarked cars registered? None of the unmarked vehicles are registered. It is recommended that all vehicles be registered to fictitious addresses due to the criminals ability to obtain registration information.

21. Do any unmarked cars have undercover registration? ☐ Yes ☒ No

22. Are the investigators aware of the undercover registration? ☒ Yes ☐ No

23. Are all investigators familiar with the Mexico Liaison Program? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

MEETINGS AND TRAINING	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
------------------------------	---	--	------------------------------------

1. How often does the Division manager, responsible for overseeing the Vehicle Ownership Security Program, meet with the ISU coordinator? The Inland Division manager meets with the ISU lieutenant weekly.
2. How often does the ISU coordinator attend Division Area Commanders' Conferences? The ISU lieutenant does not attend the Division Area Commanders' Conferences (DACC), however, the captain does attend after meeting with the ISU lieutenant.
3. How often does the Division Chief attend ISU staff meetings? The Inland Division Chief attends staff meetings when requested.
4. Does the Division manager, responsible for the Vehicle Ownership Security Program, attend ISU staff meetings? ☒ Yes ☐ No
5. What specialized training is being provided to ISU personnel? Inland ISU personnel attend available training whenever training funds are available. Training includes: 40-hour Vehicle Theft class; Interrogation/Interview; Homicide; Basic Criminal Investigations, Terrorism, Computer Crimes, CIIT, and Warrant Service training.
6. Is there a structured training program for new ISU personnel? ☒ Yes ☐ No
7. Are staff/unit meetings scheduled on a regular basis? ☒ Yes ☐ No
8. Are minutes of staff/unit meetings reviewed and action items clearly identified? ☐ Yes ☒ No
9. Are vehicle theft trends and current cases discussed at staff/unit meetings? ☒ Yes ☐ No
10. Does the ISU coordinator meet with allied agencies and other support groups? ☒ Yes ☐ No
11. How does Division monitor ISU mandated training requirements? Mandated training is tracked in the Electronic Training Records System.
12. Are all ISU personnel training records up to date? ☒ Yes ☐ No
13. Are vehicle theft training and legal bulletins disseminated and reviewed with investigators? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

PERFORMANCE MEASURES	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
----------------------	---	--	------------------------------------

1. Does the Division manager, responsible for the Vehicle Ownership Security Program, regularly review the Division vehicle theft statistics? ☒ Yes ☐ No
2. Are trends or significant changes in the statistics discussed with the ISU coordinator? ☒ Yes ☐ No
3. How is progress, or lack of progress, in the Division program handled? Goals are identified and periodically reviewed. Once successes or deficiencies are identified, adjustments are made as deemed necessary.

4. How are goals set? Goals are set based on case load, staffing, identified trends, statistics, and the Strategic Plan.

5. Are the goals realistic? ☒ Yes ☐ No
6. Are the goals being met? ☒ Yes ☐ No
7. How often are the goal accomplishments reviewed with the Division Chief? Goal accomplishments are reviewed quarterly and at the DACC's.

8. Does the ISU appear to be focussing on the professional thieves? ☒ Yes ☐ No

9. Does the ISU actively contribute to the Department's role as Statewide Vehicle Theft and Apprehension Coordinator? ☒ Yes ☐ No

10. Does the ISU selectively inspect business establishments most commonly used to dispose of stolen vehicles and major components? ☒ Yes ☐ No

11. Is the ISU actively involved in commercial and specialized vehicle theft investigations? ☒ Yes ☐ No

12. Does the ISU investigate motorcycle related businesses and activities? ☒ Yes ☐ No

13. What percentage of investigations involve multiple vehicles? Approximately 80-90 percent of the investigations conducted by Inland Division investigators result in multiple vehicles.

14. What percentage of investigations involve multiple suspects? It is estimated that approximately 80-90 percent of the investigations conducted by Inland Division investigators result in multiple suspects.

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

CASE ASSIGNMENTS

EVALUATED



ACTION REQUIRED



CORRECTED



1. How are cases assigned? Cases are assigned to Inland ISU investigators based on geographical location, expertise, and case load.

2. What criteria is used to determine which cases to pursue? Cases are pursued based on case load, and viability of the case.

3. When are cases terminated? Cases are terminated when prosecuted, or when all leads have been exhausted.

4. What criteria is used to terminate a case? Cases are terminated when prosecuted, or when all leads have been exhausted.

5. Is there a method in place for retrieving case information; i.e., subjects involved in suspended cases, geographical and method of operations similarities, etc.? ☐ Yes ☒ No

6. How is the ISU's Commercial and Specialized Vehicle Theft Program organized? Inland Division ISU currently has one investigator assigned to CTIP, and one with expertise in construction equipment.

7. What goals has the ISU set for commercial and specialized vehicle theft activity? Goals include prevention of commercial vehicle theft and construction equipment, and increasing the recovery rate of stolen commercial loads.

8. Does Division management participate in the 10851 awards program? ☒ Yes ☐ No

9. Are 10851 award recipients receiving proper recognition? ☒ Yes ☐ No

10. Review of HPM 150.1, Departmental Awards Manual, Chapter 3, completed? ☒ Yes ☐ No

11. Is the Division Chief attending awards ceremonies? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

12. How much participation is there from allied agencies? All allied agencies participate in the 10851 Awards Program.

13. Are the 10851 award pins kept in a secure place and under inventory control?

☒ Yes

☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

IMPOUNDED VEHICLES		EVALUATED	<input checked="" type="checkbox"/>	ACTION REQUIRED	<input type="checkbox"/>	CORRECTED	<input type="checkbox"/>
1.	Does the ISU have a review process for vehicle impounds (10751 and evidence)? (Refer to HPM 81.1, Vehicle Theft Control Manual, Chapter 5 and the HPM 81.2, Vehicle Procedures Manual, Chapters 1 and 4.)	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No				
2.	What type of control is in place for avoiding excess storage costs on impounded vehicles? Evidence tow services are utilized, and vehicles are stored at Area or Division offices when possible. The ISU sergeant reviews all CHP 180's, and 10751 storages are given priority in order to reduce expenses.						
3.	Are investigators familiar with the procedures on seized vehicles contained in Chapter 6, (Department use of seized vehicles), HPM 81.1?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No				
4.	Review of violation of Vehicle Code Section 10751 package (CHP 180, 181, 181A-C and court petitions) completed?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No				
5.	Are the requirements as outlined in Chapter 5 of the HPM 81.1, Vehicle Theft Control Manual, being met?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No				

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

OCCUPATIONAL SAFETY		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Are the special hazards associated with undercover operations stressed during training days?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.	Does the ISU have its own occupational safety goals?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
3.	Has the required safety check ride-along been accomplished on all ISU personnel?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
4.	Are the ISU goals being meet?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
5.	Are there any accident or injury trends?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

CONFIDENTIAL FUND	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
--------------------------	---	--	------------------------------------

1. How much money is kept in the Division confidential fund? Currently the Inland ISU confidential fund is set at \$10,000.

2. Who audits the fund and transaction records? The confidential fund is audited monthly by the ISU lieutenant, one sergeant, and a witness.

3. Are receipts on file for all expenditures not associated with informants? ☒ Yes ☐ No

4. Are investigators encouraged to maintain an active informant base? ☒ Yes ☐ No

5. Review of records of confidential fund expenditures completed? ☒ Yes ☐ No

6. Do any expenditures exceed authorization (coordinator up to \$750, Division Chief up to \$2,000, Assistant Commissioner, Field, over \$2,000)? ☐ Yes ☒ No

7. Is the fund balance correct? ☒ Yes ☐ No

8. Are there outstanding travel expense claims? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

VEHICLE IDENTIFICATION NUMBER PROGRAM	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
---------------------------------------	---	--	------------------------------------

1. Who is responsible for the security of the information related to confidential secondary VIN locations? An ISU investigator is responsible for the confidential VIN information, and it is kept in a locked cabinet.

2. Is the secondary VIN information kept in a locked file? ☒ Yes ☐ No

3. Who has access to the file? Secondary VIN information is accessible to ISU personnel.

4. How is the Division VIN program structured? Inland ISU, as well as each Area within Inland Division, has a VIN officer and an alternate. The paperwork submitted by Area VIN personnel is not reviewed by Inland ISU personnel.

5. Are Division vehicle theft investigators required to do VIN assignments? ☐ Yes ☒ No

6. If the ISU personnel make such assignments, is there a recent HPG 22.1, Area Resources Management Guide, Chapter 15, Special Functions Inspection on file? ☐ Yes ☒ No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

VEHICLE THEFT ACTIVITY REPORTS	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
---------------------------------------	---	--	------------------------------------

1. Review of CHP 136 and the CHP 136C (Vehicle Theft Activity Reports) completed? ☒ Yes ☐ No
2. Are all investigators contributing to the program? ☒ Yes ☐ No
3. How is the investigators' activity evaluated for outstanding and deficient levels? Supervisors review cases and the investigators' CHP 136 forms to determine if they are consistent with Division goals, and to make comments on deficient or outstanding ratings.

4. Have deficient investigators received counseling and is this properly documented? ☒ Yes ☐ No

5. How is overall ISU activity evaluated? Supervisors review CHP 136's and cases. These are compared to the Division goals, taking into account the type of case and work load.

6. How is Division management documenting feedback on program accomplishments? Inland Division management offers feedback at training days, and by awarding Commander/Chief Commendations. Their comments are based on review of the CHP 136 comments, CHP Form 2's, discussion at DACC's, and comparison to the Strategic Plan and goals.

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

CHP 450 (New 7-03) Page 20 of 21

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

AREA REPORT	EVALUATED	<input checked="" type="checkbox"/>	ACTION REQUIRED	<input type="checkbox"/>	CORRECTED	<input type="checkbox"/>

1. How does the ISU use information from the CHP 136E, Vehicle Theft Report? Information contained in the Vehicle Theft Report is used to establish trends. Adjustments are made to address the identified trends and needs.

2. Is there a review of the CHP 136E Vehicle Theft Report information to determine if any similarities exist with current cases or activity in other Areas? ☒ Yes ☐ No

3. Do investigators review names of suspects arrested by Areas for known professional vehicle thieves? ☐ Yes ☒ No

4. Are the names of known professional vehicle thieves entered into a data base? ☐ Yes ☒ No

5. Are arrest/investigation reports reviewed by a supervisor? ☒ Yes ☐ No

6. Are arrest/investigation reports filed at Division or an Area Office? Reports are filed at Division.

7. When arrest/investigation reports are rejected for complaint filings, are supervisors reviewing the reports with the investigator to determine what could have been done to improve the investigation package? ☒ Yes ☐ No

INLAND DIVISION
Investigative Services Unit
Chapter 8 Evaluation Summary
December 12, 2008

DIVISION MANAGEMENT

Items 1-16

Inland Division covers a large geographical area. There are multiple counties, which include rural and metropolitan locations.

There are two vehicle theft task forces operating in Inland Division, the Riverside County Task Force (RAID), and the San Bernardino County Auto Theft Task Force (SANCATT). A Cargo Theft Interdiction Program team also operates out of the Inland Investigative Services Unit (ISU).

Both RAID and SANCATT have a CHP lieutenant assigned as commander, and two CHP investigators. There is one sergeant assigned to oversee both the ISU and the sole Inland Division Cargo Theft Interdiction Program (CTIP) investigator.

There is one clerical staff member assigned to the ISU. When additional clerical help is necessary, the AGPA assigned to Division assists.

This evaluation revealed that as much as 20 percent of the ISU sergeant's time is spent performing varied ancillary duties.

INVESTIGATIVE SERVICES UNIT STRUCTURE

Items 1-6

A review of the Standard Operating Procedures (SOP) for Inland Division revealed that it had not been updated recently. The job descriptions were not specific to each investigative position. There were no duty statements for non-uniformed personnel, and no standards for non-uniformed functions.

This evaluation revealed that both RAID and SANCATT positions are typically filled by personnel selected from Areas rather than ISU personnel. It is recommended that if task force positions are filled by ISU personnel, steps be taken to refill the vacant ISU positions. These ISU positions are critical to maintaining continuity in investigations and adequate coverage to address the growing vehicle theft problem.

COORDINATOR'S ROLE

Items 1-16

The ISU sergeant has less than six months with the unit. The Inland Division management has set goals for the ISU coordinator and supervisors that include addressing unit issues, reducing the vehicle theft rate, and coordinating with allied agencies.

VEHICLE THEFT SUPERVISOR'S ROLE

Items 1-27

There is one sergeant assigned to the ISU.

Through discussion with the ISU coordinator and investigators it was determined that a backlog of cases exists only to the extent that there are always leads coming in and new reports of vehicle theft. This leads to a constant turn over of cases and very little downtime between investigations.

A review of the CHP 118's for Inland ISU revealed that supervisor's comments were often vague and not always consistent with the ratings given. A recommendation was made that more attention be paid to justifying the ratings with specific categorical comments.

UNIT OPERATION

Items 1-16

Inland Division ISU personnel work alternate work week shifts. It was recognized that implementing alternate work schedules is a means to provide better coverage for case investigation and follow-up, as well as increase moral and recruitment potential. Additionally, alternate work schedules provide a means to control overtime.

It was noted that Inland ISU does not have a system in place for logging equipment in and out. It was suggested that a log be devised to track all equipment distributed, even if issued on a temporary basis.

There was no indication that a recent Category Six inspection, per HPG 22.1, Area Resources Management Guide, has been conducted. It is recommended that

the Area Resources Management Guide be reviewed and inspections be conducted as indicated.

UNIT STANDARDS, OPERATING PROCEDURES, AND DIRECTIVES

Items 1-23

Inland ISU personnel assist Areas in training VIN officers and training is conducted Division wide as deemed appropriate.

It was recommended by the evaluation team that ISU personnel contact local DMV offices in order to attend DMV training days. This will help to strengthen relationships with DMV and provide training to their staff performing vehicle identification functions.

All Inland ISU personnel were aware of procedures for obtaining search warrants. It was recommended that procedures for obtaining warrants in each jurisdiction be outlined in the Inland Division ISU SOP manual.

Inland Division currently has the salvage inspection officer acting as evidence officer. It was recommended by the evaluation team that an individual not associated with cases be assigned to process evidence, and that evidence be processed through Area offices whenever possible.

It was noted during this evaluation that none of the ISU personnel have undercover driver's licenses. Additionally, none of the undercover vehicles have undercover registration.

It was recommended, for officer safety, that the investigators be provided with undercover identification. It was also explained that because the process takes several months to complete, requests should be submitted before the need for it arises.

The evaluation team also explained that criminals are becoming more sophisticated in their abilities to identify individuals they come into contact with, including law enforcement. Having the undercover vehicles registered to a fictitious business, with an address of a "Mail Boxes Etc.", for example, would prevent the "No Record on File" from remaining on a registration check and potentially raising suspicions.

MEETINGS AND TRAINING

Items 1-13

During the initial review of the data contained in the ETRS database it appeared that information was not up-to-date. However, prior to the end of the evaluation, data entries were made bringing the records up-to-date.

PERFORMANCE MEASURES

Items 1-14

Performance is evaluated by review of case files, and CHP 136 documents. Deficiencies and/or accomplishments are noted, and action taken as necessary. Goals are often set based on the review of activity reports and an evaluation of that activity toward goal accomplishments.

Although business inspections have been conducted, and investigations and information were obtained, few random business inspections have been conducted in the previous two years. It was also noted that no vehicle or component information was recorded on page 2 of the CHP 136G. Recommendations were made that a log be kept of all businesses in the Inland ISU jurisdiction which meet the criteria of Vehicle Code Section 2805, and the dates and results of their inspections be included.

It was estimated that between 80 and 90 percent of ISU investigations involve multiple vehicles, and multiple suspects. This includes investigations conducted by the CTIP teams. This is a strong indication that the focus of Inland ISU investigations is on professional theft rings and thieves.

CASE ASSIGNMENTS

Items 1-13

Currently, Inland ISU does not have a means for tracking or retrieving case information such as subjects involved in suspended cases, methods of operations, geographical similarities, etc.

The use of a database to house this information can be instrumental in developing links to professional theft rings and thieves.

VEHICLE IDENTIFICATION NUMBER PROGRAM

Items 1-6

A review of monthly reports prepared by ISU staff prompted a recommendation that the CHP 97B, prepared when issuing a replacement VIN, should indicate any applicable case numbers as well as some details of the case to aid future follow-up investigations. Closed felony files are only retained for a limited amount of time. The VIN documents are retained at FSS for 50 years. Additionally, it is suggested that it be indicated how the VIN was verified, whether by secondary VIN, frame number, transmission number, engine number, fork number, National Insurance Crime Bureau information, etc.

It was noted that Inland Division reviews the VIN paperwork for each of the Area's performing VIN inspections. As a result, the paperwork reviewed during this audit was outstanding as a whole, and commendable CHP 2's were forwarded to the Rancho Cucamonga Area VIN officers for their efforts.

VEHICLE THEFT ACTIVITY REPORTS

Items 1-6

A review of CHP 136 and CHP 118 documents revealed that activity is documented, and disciplinary actions are taken when necessary.

It was recommended that supervisory comments reflect the ratings given, and that specific performance be detailed.

INFORMANT FILES

Items 1-6

Inland ISU supervisors encourage the use of informants and the Confidential Fund. A review of documents prompted the following recommendations:

- The dates on the confidential fund log need to consistently match the supporting documents.
- Documents should contain informant numbers and case numbers.
- Miscellaneous expenditures from the confidential fund need to be detailed.
- Informant files should contain copies of all supporting documents (CHP 303, 303A, 303B, and 303C) as well as a recording of the serial numbers of any monies dispensed (i.e., copies of the bills kept in the file).
- Copies of quarterly record updates (Criminal History, Wants, and Driver's License inquiries) must be included in all active informant files.
- Signatures on all forms are necessary.
- All inactive informant files older than five years must be purged and destroyed.
- Travel claims for fund reimbursement should be submitted at regular intervals and should match up with expenditures.
- Fund audits must be regular and consistent.
- There should be only one entry per line in the ledger.

It is also recommended that reimbursement for CTIP expenditures be submitted on separate travel claim forms.

The informant files are maintained in a locked file cabinet which also contains other files which the Office Technician maintains. The office technician having access to the informant files could present a confidentiality issue. It is recommended that the files to which the office technician needs access be kept in a separate location.

AREA REPORT

Items 1-7

Information contained in the CHP 136E is used to identify vehicle theft trends. The information is then used to adjust activities to meet the identified needs.

M e m o r a n d u m

Date: May 22, 2009

To: Coastal Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Enforcement Services Division

File No.: 060.A04717.065.Chpt 8 Eval701

Subject: INVESTIGATIVE SERVICES UNIT EVALUATION

Enclosed is the final report resulting from the Investigative Services Unit evaluation conducted by Field Support Section March 16 - 20, 2009, in accordance with HPM 81.1, Chapter 8. Once the evaluation has been reviewed, please sign where indicated, and return a copy to Field Support Section, attention Lieutenant Chris Costigan. Please note that there were corrections deemed necessary and that a correction report is due to Field Support Section, attention Lieutenant Chris Costigan, no later than June 25, 2009. If you have any questions regarding this matter, please contact Captain Mark Brunet or Lieutenant Chris Costigan at (916) 445-0752.


D. A. VERTAR, Chief

Safety, Service, and Security

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

AREA Coastal Division ISU	DIVISION Coastal Division	NUMBER 701-2009-01
EVALUATED BY Lieutenant C. Costigan, ID 13042		DATE 03/16/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Self		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		<input checked="" type="checkbox"/> Correction Report BY June 15, 2009	COMMANDER'S SIGNATURE
DIVISION MANAGEMENT		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/> CORRECTED <input type="checkbox"/>

1. Does the Special Services Commander oversee the Vehicle Ownership Security Program? ☒ Yes ☐ No

2. What is the chain of command in the ISU? The chain of command for the Coastal Division Investigative Services Unit (ISU) is as follows: Clerical - Investigators - Sergeants - Lieutenant - Captain - Assistant Chief - Chief.

3. Is Division Management Actively Involved? ☒ Yes ☐ No

4. What operational considerations are unique to the ISU? The Coastal Division ISU covers a large geographic area of approximately 350 miles, north to south. Most of the investigative activity occurs in the northernmost and southernmost sections of the Division. There are four task forces which operate within the jurisdiction of Coastal Division ISU, including: 1) the Multi-Agency Detail to Combat Auto Theft (MADCAT); 2) the Santa Cruz Auto Theft Reduction Effort (SCARE); 3) the San Luis Obispo County Auto Theft Task Force (SLOCATT); and 4) the Ventura County Auto Theft Task Force (VENCATT).

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

5. How are program responsibilities distributed among the assigned personnel? There is one sergeant who supervises 2 investigators assigned to the northernmost section of Coastal Division. Two task forces, MADCAT and SCARE, are located in the northern part of the jurisdiction, and each has one Coastal Division investigator assigned. There is another sergeant who oversees SLOCAT, which has one CHP investigator assigned, and VENCAT, which has three CHP investigators assigned. There are two investigators whose responsibilities include the central portion of the Coastal Division ISU jurisdiction. They are supervised by a sergeant whose primary responsibilities include oversight of the Safety Services Program (SSP) and the Commercial program, including 12 personnel, the General Support Officer (GSO), and other administrative functions. Responsibilities are assigned geographically, according to workload, experience, and capability.

6. How are assigned personnel selected? Personnel selections are made after a Comm-Net has been sent out and resumes accepted. There is a competitive interview process, which includes demonstrated interest in vehicle theft, past performance, and input from personnel currently in the unit. Personnel from Areas are often placed in "temporary" investigator positions when Area staffing permits.

7. How are staffing needs determined? Staffing needs are based on executive management decisions as well as workload, and occurrences of long-term assignments. It was noted that although the Coastal Division ISU lost four investigators and one sergeant in the past four years, only two investigators were replaced. The sergeant's duties have been absorbed by the SSP sergeant who also performs other Division administrative functions.

8. Review of county vehicle theft statistics completed? ☒ Yes ☐ No

9. Is adequate clerical support provided? ☐ Yes ☒ No

10. Are Area Commanders kept informed? ☒ Yes ☐ No

11. Do Area Commanders actively support the program? ☒ Yes ☐ No

12. Is Division management aware of current cases and staffing? ☒ Yes ☐ No

13. Are there vehicle theft task forces operating within the Division? ☒ Yes ☐ No

14. Does Division management actively pursue management, supervisory and investigator roles on those task forces? (refer to HPM 81.1, Vehicle Theft Control Manual, Chapter 9) ☒ Yes ☐ No

15. List the task forces and the departmental participation. MADCAT, SCARE, SLOCATT, and VENCATT all operate in Coastal Division. MADCAT and SCARE, each operate in the northern section of the Division, have one CHP investigator per team, and one CHP sergeant which supervises both investigators. This sergeant oversees SCARE, however, the MADCAT has a Sheriff's Department supervisor. SLOCATT, and VENCATT each operate in the southern section of the Division. One CHP sergeant supervises both of these task forces. SLOCATT has one CHP investigator, and VENCATT, has three CHP investigators.

16. Have backfill positions been requested for personnel assigned to task forces? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

ISU COORDINATOR'S ROLE		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Is the ISU coordinator a lieutenant or sergeant? The Coastal Division ISU coordinator is a lieutenant.			
2.	Is there an alternate ISU coordinator?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
3.	Does the coordinator have a clear understanding of the Vehicle Ownership Security Program requirements as outlined in Chapter 1 HPM 81.1?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
4.	Does the coordinator understand and actively administer his/her role as defined in Chapter 2 HPM 81.1?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
5.	Is the main emphasis of the ISU focused on investigation and prosecution of professional thieves?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
6.	Do the ISU statistics and cases show assigned personnel are concentrating their efforts on vehicle theft rings, etc.?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
7.	Does the coordinator meet with representatives from private industry having an interest in vehicle theft problems?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
8.	Does the coordinator review statistics and provide comments on demonstrated trends?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
9.	Does the coordinator attend Area office staff meetings?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
10.	Have any goals been set for the coordinator?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
11.	What goals have been set? Coastal Division ISU goals include increasing the number of stolen vehicles recovered, the number of total arrests, and the value of stolen vehicles recovered by five percent over three years. Goals also include increasing service to allied agencies and the public.			
12.	How are the goals set? Goals are set after discussion with commands regarding the Strategic Plan, and review of vehicle theft statistics.			
13.	Are the goals met?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
14.	Is the coordinator responsible for other Division functions?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
15.	How much time does the coordinator spend on other responsibilities? It is estimated that approximately 40 percent of the coordinator's time is spent performing other than ISU functions. These include Motor Carrier, Multi-disciplinary Accident Investigation Team (MAIT), Air Operations, SSP, WSP, Commercial, and internal investigations when necessary.			
16.	Does the coordinator maintain a distribution schedule to track portable vehicle theft investigator equipment (i.e., laptop computers, cameras, etc.) issued by Enforcement Services Division, Investigative Services Section?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

VEHICLE THEFT SUPERVISOR'S ROLE	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1. How many sergeants are assigned to the ISU? There are two full-time sergeants, and one sergeant assigned part-time to the ISU.			
2. What are the sergeant(s) duties? Two sergeants have oversight of the four task forces. The sergeant performing part-time ISU duties supervises two ISU investigators with responsibilities in the central portion of the Division, and the GSO. Other duties and functions performed by these sergeants include WSP, CIIT, MAIT, Terrorism Liaison, Commercial, Motor Carrier, Air Operations, SSP, internal investigations when necessary, as well as a variety of clerical functions.			
3. Is/are the sergeant(s) conducting ride-alongs with assigned personnel? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
4. How is this documented? Documentation is made on the investigators' CHP 136 forms.			
5. What are the sergeant(s) training responsibilities? In addition to conducting training days and briefings at Areas, the sergeants' responsibilities for training include ensuring all requirements are met for programs such as WSP, and CIIT. Additionally, the sergeants ensure training is provided to the communications centers establishing what their function is relative to the ISU. The sergeants also look for training that is available and applicable to the function of the ISU investigators.			
6. Does/do the sergeant(s) review all reports submitted by investigators? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
7. Does/do the sergeant(s) meet with vehicle theft units from other agencies? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
8. Is/are the sergeant(s) keeping current on legislation and case law impacting the vehicle ownership program? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
9. Are the sergeant(s) CHP 118 comments appropriate and do they reflect the investigator's contributions to the ISU? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
10. Does he/she review the investigator's CHP 136s? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
11. How do investigators report the status of ongoing investigations? Investigators report investigation status at weekly team meetings, and on monthly status reports.			
12. How often are these investigator reports required? Reports are made weekly and monthly.			
13. Is there a backlog of cases? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
14. Is/are the sergeant(s) providing investigators with information on current vehicle theft trends? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
15. Is/are the sergeant(s) actively involved in the management of cases? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
16. Does/do the sergeant(s) encourage a team approach to large or complicated cases? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
17. Does/do the sergeant(s) encourage the development of in-depth investigations? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

18.	Does/do the sergeant(s) encourage the use and maintenance of informants?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
19.	Has/have the sergeant(s) received advanced training in the investigative process?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
20.	Is/are the sergeant(s) familiar with the Vehicle Theft Information System (VTIS) reports?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
21.	Does/do the sergeant(s) take an active role in coordinating public affairs/news releases?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
22.	List any additional Division functions for which the sergeant(s) is/are responsible. Other duties and functions performed by the Coastal Division ISU sergeants include WSP, CIIT, MAIT, Terrorism Liaison, Commercial, Motor Carrier, Air Operations, SSP, internal investigations when necessary, supervision of the GSO, as well as a variety of clerical functions.		
23.	How much time is required on these other responsibilities? It is estimated that the two full-time ISU sergeants spend 10-15 percent of their time performing duties other than those associated with ISU functions. It is estimated that the third sergeant performing part-time ISU duties spends approximately 70-80 percent of the time performing other Division functions.		
24.	Have any goals been set for the sergeant(s)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
25.	What are the goals? Goals have been set for the sergeants to attain the five percent reduction level for vehicle theft established by the Strategic Plan, hold meetings with community groups and allied agencies, conduct regular staff meetings, and ensure investigators maintain their efficiency and proficiency ratings in critical tasks through available training.		
26.	How are the goals set? Goals are set by the commander based on input from the lieutenant and sergeants.		
27.	Are the goals being met?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

UNIT OPERATION	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1. What shift hours do the ISU personnel work? The ISU sergeants and investigators work an alternate work week (9/80), 0700-0430 hours, with alternating Mondays and Fridays off.			
2. What call-out procedures and controls are being used? Communications centers are required to contact the sergeants directly. If an investigator is contacted directly, the investigator is to notify the sergeant. If the ISU investigator evaluates the situation and determines other resources are available to handle the call-out (for example, an Area investigator is available), the sergeant is notified.			
3. How are vehicles and equipment being assigned; i.e., are there any special or seized vehicles being used in the Division? Vehicles and equipment are assigned based on need. There are four-wheel drive vehicles and sedans available.			
4. Who is responsible for the portable vehicle theft investigator equipment issued by Investigative Services Section and vehicle inventory? A quarterly equipment inventory is conducted by the sergeants. Investigators are responsible for equipment assigned to them. Equipment is assigned based on seniority, expertise, and function necessary for an operation to be conducted.			
5. Who is responsible for the vehicle inventory? An annual vehicle inventory is conducted by the Division Automotive Technician. The GSO performs the vehicle equipment and weapons inventory. An investigator performs the vehicle inventory in the south county. This inventory is audited by the sergeant.			
6. Has the inventory been audited?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7. Have any discrepancies been noted?		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
8. What were the discrepancies? N/A. Since no discrepancies were noted, question 9 remains unanswered.			
9. Have all the discrepancies been cleared?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
10. Has the ISU fleet had a recent Category Six Inspection per HPG 22.1, Area Resources Management Guide?		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
11. Is the Division Chief made aware of newsworthy investigations by the ISU personnel?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
12. Are there procedures in place for disseminating newsworthy information regarding arrests to the media?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

13. When and how was the last evaluation conducted (Enforcement Services Division or self)? A formal evaluation was conducted in December 2005 by Field Support Section personnel. However, a copy of the past evaluation was not available for comparison.

Item 14 below is N/A.

14. Was there required action as a result of the last evaluation? ☐ Yes ☐ No

15. When were corrections made? Please see above.

16. Were the results of the evaluation discussed with the ISU personnel? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

UNIT STANDARDS, OPERATING PROCEDURES AND DIRECTIVES		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input checked="" type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Is there a system in place for providing training to Area officers?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.	Does the ISU support Area personnel with training and investigative assistance; i.e., call-outs, training day/ briefing presentations and ride-alongs?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.	How often are investigators called out to assist Areas? Investigators are called out to assist Areas approximately ten times a month.			
4.	What is the ISU call-out procedure? Communications centers have been asked to contact the sergeants directly. If the ISU investigator is contacted directly, the investigator is to notify the sergeant. If an ISU investigator evaluates the situation and determines other resources are available to handle the call-out (for example, an Area investigator is available), the sergeant is notified, and the call-out terminated.			
5.	Are Area personnel used in vehicle theft operations?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6.	What are the ISU procedures for conducting search warrants? The investigator develops the information and writes the warrant. The sergeant is notified of the warrant, the district attorney is contacted for approval, and the judge's signature is obtained. Field Support Section is contacted for a warrant service number, a tactical process is developed, and the warrant is served. Once returned, the CHP 413 is forwarded to headquarters. There are only small differences in the processes between the counties within the Coastal Division ISU jurisdiction.			
7.	Are search warrants being utilized to facilitate investigations?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8.	Are CHP Warrant Service Teams used to execute high risk warrants?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9.	Are the ISU personnel following guidelines in General Order 100.84, Warrant Service Program?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10.	Are allied agencies tactical teams available to assist with warrant service?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11.	Is training provided on building searches?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12.	Does the ISU have an evidence room?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13.	Is there an evidence officer?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14.	Has there been a recent special functions inspection per Chapter 15, HPG 22.1, Area Resources Management Guide?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15.	Does the Division have a Standard Operating Procedure on undercover vehicle operation?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

16. How are investigator's confidential (undercover) identifications processed? A request was submitted from Coastal Division ISU, through channels, to Field Support Section, over two years ago. No undercover identification has been obtained to date.

The evaluation team advised the Coastal ISU coordinator that information would be forthcoming with details of the new process involved in obtaining undercover identification.

17. Do all investigators have confidential identifications? No. See above. Questions 18 and 19 below are N/A.

18. Are the identifications current and valid? ☐ Yes ☐ No

19. Is there a suspense system set up for renewing the identifications? ☐ Yes ☐ No

20. How are unmarked cars registered? All unmarked vehicles are cold plated, and a registration check returns "No Record on File".

21. Do any unmarked cars have undercover registration? ☐ Yes ☒ No

22. Are the investigators aware of the undercover registration? ☒ Yes ☐ No

23. Are all investigators familiar with the Mexico Liaison Program? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

MEETINGS AND TRAINING		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	How often does the Division manager, responsible for overseeing the Vehicle Ownership Security Program, meet with the ISU coordinator? The Division manager meets daily with the ISU coordinator.			
2.	How often does the ISU coordinator attend Division Area Commanders' Conferences? The ISU coordinator attends all Division Area Commanders' Conferences (DACC).			
3.	How often does the Division Chief attend ISU staff meetings? The Division Chief rarely attends ISU staff meetings. The Assistant Chief sometimes attends these staff meetings.			
4.	Does the Division manager, responsible for the Vehicle Ownership Security Program, attend ISU staff meetings?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
5.	What specialized training is being provided to ISU personnel? All investigators have WSP training, and have attended the detective certification course recognized by Peace Officer Standards in Training, as well as courses in property crime reconstruction, crime scenes, gang conferences, homicide investigation, rolling surveillance, and other specialized training pertinent to ISU functions, when available.			
6.	Is there a structured training program for new ISU personnel?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
7.	Are staff/unit meetings scheduled on a regular basis?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
8.	Are minutes of staff/unit meetings reviewed and action items clearly identified?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
9.	Are vehicle theft trends and current cases discussed at staff/unit meetings?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
10.	Does the ISU coordinator meet with allied agencies and other support groups?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
11.	How does Division monitor ISU mandated training requirements? Training is entered into the Electronic Training Records System by the GSO. Training records are reviewed quarterly and annually by the Division's administrative training unit. Memos are generated for deficient training which state when the training must be completed.			
12.	Are all ISU personnel training records up to date?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
13.	Are vehicle theft training and legal bulletins disseminated and reviewed with investigators?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

PERFORMANCE MEASURES		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Does the Division manager, responsible for the Vehicle Ownership Security Program, regularly review the Division vehicle theft statistics?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Are trends or significant changes in the statistics discussed with the ISU coordinator?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	How is progress, or lack of progress, in the Division program handled? Supervisors are required to prepare memos indicating where increases in proficiency are needed, and include how the increases should be accomplished.			
4.	How are goals set? Goals are set by observation and case review, comparing results to the Strategic Plan and statistics.			
5.	Are the goals realistic?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Are the goals being met?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	How often are the goal accomplishments reviewed with the Division Chief? The goal accomplishments are reviewed annually at the DACC.			
8.	Does the ISU appear to be focussing on the professional thieves?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Does the ISU actively contribute to the Department's role as Statewide Vehicle Theft and Apprehension Coordinator?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	Does the ISU selectively inspect business establishments most commonly used to dispose of stolen vehicles and major components?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	Is the ISU actively involved in commercial and specialized vehicle theft investigations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.	Does the ISU investigate motorcycle related businesses and activities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.	What percentage of investigations involve multiple vehicles? It is estimated that in the north county area approximately 25 percent of the investigations involve multiple vehicles. In the south county area the total is estimated to be approximately 10-15 percent.			
14.	What percentage of investigations involve multiple suspects? It is estimated that in the north county area approximately 25 percent of the investigations involve multiple suspects. In the south county area the total is estimated to be approximately 25-30 percent.			

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

CASE ASSIGNMENTS	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1. How are cases assigned? Cases are mostly self-generated by investigators through contacts and informants. However, when cases are assigned by the sergeant it is according to expertise and workload.			
2. What criteria is used to determine which cases to pursue? Cases are pursued when the evidence is viable, the case involves professional thieves, VIN switches, or cloning, and offer the most probability of success. Most cases not involving one or all of these elements are referred to Areas for investigation.			
3. When are cases terminated? Cases are terminated when resources have been exhausted, there is no evidence to substantiate the case, or when prosecution results.			
4. What criteria is used to terminate a case? The criteria for terminating a case includes exhausting all leads, or the information is no longer viable.			
5. Is there a method in place for retrieving case information; i.e., subjects involved in suspended cases, geographical and method of operations similarities, etc.?		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
6. How is the ISU's Commercial and Specialized Vehicle Theft Program organized? There are no formal Commercial or Specialized Vehicle Theft Programs organized in Coastal ISU.			
7. What goals has the ISU set for commercial and specialized vehicle theft activity? Although no formal Specialized Vehicle Theft Program has been organized, there is some focus on heavy equipment thefts, and off-highway vehicle theft in the dunes area.			
8. Does Division management participate in the 10851 awards program?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
9. Are 10851 award recipients receiving proper recognition?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
10. Review of HPM 150.1, Departmental Awards Manual, Chapter 3, completed?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
11. Is the Division Chief attending awards ceremonies?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

12. How much participation is there from allied agencies? There is considerable participation in the 10851 Awards program by allied agencies within Coastal Division.

13. Are the 10851 award pins kept in a secure place and under inventory control?

☒ Yes

☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

IMPOUNDED VEHICLES		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Does the ISU have a review process for vehicle impounds (10751 and evidence)? (Refer to HPM 81.1, Vehicle Theft Control Manual, Chapter 5 and the HPM 81.2, Vehicle Procedures Manual, Chapters 1 and 4.) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
2.	What type of control is in place for avoiding excess storage costs on impounded vehicles? All impounds must be approved by a sergeant. Area contract tows or evidence tows are utilized whenever possible. Sergeants make regular reviews of impound paperwork.			
3.	Are investigators familiar with the procedures on seized vehicles contained in Chapter 6, (Department use of seized vehicles), HPM 81.1? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
4.	Review of violation of Vehicle Code Section 10751 package (CHP 180, 181, 181A-C and court petitions) completed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
5.	Are the requirements as outlined in Chapter 5 of the HPM 81.1, Vehicle Theft Control Manual, being met? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

OCCUPATIONAL SAFETY		EVALUATED	<input checked="" type="checkbox"/>	ACTION REQUIRED	<input checked="" type="checkbox"/>	CORRECTED	<input type="checkbox"/>
1.	Are the special hazards associated with undercover operations stressed during training days?					<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.	Does the ISU have its own occupational safety goals?					<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
3.	Has the required safety check ride-along been accomplished on all ISU personnel?					<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
4.	Are the ISU goals being meet?					<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
5.	Are there any accident or injury trends?					<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

CONFIDENTIAL FUND		EVALUATED	ACTION REQUIRED	CORRECTED
1.	How much money is kept in the Division confidential fund? There is \$10,000 contained in the Coastal ISU confidential fund. Due to the distance from the central ISU office, \$2,500 in confidential fund currency is kept in the south county task force office and is audited quarterly by the sergeant responsible for that jurisdiction.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.	Who audits the fund and transaction records? The confidential fund is audited monthly by the ISU lieutenant, and the satellite fund is audited quarterly by the south county sergeant.			
3.	Are receipts on file for all expenditures not associated with informants?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/> No
4.	Are investigators encouraged to maintain an active informant base?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/> No
5.	Review of records of confidential fund expenditures completed?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/> No
6.	Do any expenditures exceed authorization (coordinator up to \$750, Division Chief up to \$2,000, Assistant Commissioner, Field, over \$2,000)?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/> No
7.	Is the fund balance correct?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/> No
8.	Are there outstanding travel expense claims?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

VEHICLE IDENTIFICATION NUMBER PROGRAM	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
---------------------------------------	---	--	------------------------------------

1. Who is responsible for the security of the information related to confidential secondary VIN locations? The secondary VIN location information is located in a binder, which is locked in a storage room. All ISU personnel are responsible for maintaining the security of the secondary VIN information.

2. Is the secondary VIN information kept in a locked file? ☒ Yes ☐ No

3. Who has access to the file? All investigators have access to the storage room.

4. How is the Division VIN program structured? There are two inspection facilities and one Coastal Division Area that do not participate in the VIN program. The ISU does not have a VIN program, and utilizes Area resources when necessary.

Because the ISU does not have a separate VIN program, question 6 below is unanswered.

5. Are Division vehicle theft investigators required to do VIN assignments? ☐ Yes ☒ No

6. If the ISU personnel make such assignments, is there a recent HPG 22.1, Area Resources Management Guide, Chapter 15, Special Functions Inspection on file? ☐ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

VEHICLE THEFT ACTIVITY REPORTS		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Review of CHP 136 and the CHP 136C (Vehicle Theft Activity Reports) completed?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.	Are all investigators contributing to the program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
3.	How is the investigators' activity evaluated for outstanding and deficient levels? The supervisors include comments on deficient or outstanding ratings on the investigators' CHP 136 forms. The supervisors also review cases and the investigators' CHP 136 forms to determine if the activities are consistent with Division goals.			
4.	Have deficient investigators received counseling and is this properly documented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
5.	How is overall ISU activity evaluated? Supervisors review CHP 136's and cases. These are compared to the Division goals, taking into account the type of cases being investigated and the work load.			
6.	How is Division management documenting feedback on program accomplishments? Issues are discussed at weekly staff meetings.			

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

CHP 450 (New 7-03) Page 20 of 21

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

AREA REPORT		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	How does the ISU use information from the CHP 136E, Vehicle Theft Report? This information is used to set goals and establish trends. It is also used to identify deficiencies and successes in meeting those goals.			
2.	Is there a review of the CHP 136E Vehicle Theft Report information to determine if any similarities exist with current cases or activity in other Areas?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Do investigators review names of suspects arrested by Areas for known professional vehicle thieves?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Are the names of known professional vehicle thieves entered into a data base?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5.	Are arrest/investigation reports reviewed by a supervisor?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Are arrest/investigation reports filed at Division or an Area Office? Reports are filed at Area offices.			
7.	When arrest/investigation reports are rejected for complaint filings, are supervisors reviewing the reports with the investigator to determine what could have been done to improve the investigation package?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COASTAL DIVISION
Investigative Services Unit
Chapter 8 Evaluation
March 16-20, 2009

SUMMARY

Items noted on the CHP 450 as needing correction are identified below. Additionally, recommendations are addressed, specific to the categories listed on the CHP 450.

DIVISION MANAGEMENT

Item 9:

There is no clerical staff assigned to the Investigative Services Unit (ISU) and most clerical functions are completed by the General Support Officer (GSO) and sergeants.

This evaluation revealed that approximately 10 to 15 percent of the ISU sergeants' time, and 15 to 20 percent of the ISU investigators' time, is spent performing varied ancillary duties.

RECOMMENDATION: Additional clerical staffing for the ISU should be pursued. This will allow the investigators, sergeants, and lieutenant to focus on their primary ISU duties.

Item 16:

Although Coastal Division ISU has lost four investigators and one sergeant in the past four years, only two investigators have been replaced. The duties of the vacated sergeant position have been absorbed by the Division Special Services program sergeant.

INVESTIGATIVE SERVICES UNIT STRUCTURE

Item 2:

A review of the Standard Operating Procedures Manual (SOP) for Coastal Division ISU revealed that it had not been updated recently. The job descriptions for ISU and the task forces were not included. Although it was indicated that each task force has its own SOP, no copies were provided.

It is recommended that the SOP also include copies of operational procedures, such as warrant service, and undercover operations, as well as occupational safety issues unique to ISU.

Item 3:

Coastal Division presents a unique geographic consideration spanning 350 miles, north to south. This dictates that supervisors be physically assigned to north and south sectors of the Division. The result is that the vehicle theft activity and investigators assigned to the central portion of the Division ISU jurisdiction are supervised by a sergeant whose primary responsibilities are not ISU related. This has only been the case since a sergeant's position was vacated and not refilled.

RECOMMENDATION: The duties of the ISU sergeants should be redistributed, or a replacement for the vacated sergeant position be pursued.

COORDINATOR'S ROLE

No items for comment.

VEHICLE THEFT SUPERVISOR'S ROLE

No items for comment.

UNIT OPERATION

Item 10:

There was no indication that a recent Category Six inspection, per HPG 22.1, Area Resources Management Guide, has been conducted.

ACTION ITEM: Review the Area Resources Management Guide and conduct inspections as indicated.

UNIT STANDARDS, OPERATING PROCEDURES, AND DIRECTIVES

Item 3:

RECOMMENDATION: Have ISU personnel contact local Department of Motor Vehicle (DMV) offices in order to attend DMV training days. This will help to strengthen relationships with DMV and provide training to their staff performing vehicle identification functions.

Items 6 and 15:

ACTION ITEM: The SOP for Coastal Division ISU needs to contain procedures for obtaining search warrants, as well as undercover vehicle operations.

Items 16 and 21:

The undercover identification requests submitted by the ISU have been processed by FSS, and are forthcoming. New procedures are being implemented to streamline the process in the future.

It was explained that criminals are becoming more sophisticated in their abilities to identify individuals they come into contact with, including law enforcement. Having the undercover vehicles registered to a Mail Boxes, Etc., for example, would prevent the "No Record on File" from returning on a registration check.

RECOMMENDATION: All investigators should be provided with undercover identification, and unmarked cars should have undercover registration. Because the process is lengthy, requests should be submitted before the need arises.

MEETINGS AND TRAINING

Item 8:

Although staff meetings are held regularly, no minutes of these meetings are kept.

RECOMMENDATION: It is suggested that minutes of formal staff meetings be used as a tool in establishing goals and performance.

PERFORMANCE MEASURES

Item 10

Although business inspections have been conducted, a review of the case files showed that the reports and vehicle information were incomplete in some cases. In most cases the files did not have supporting documentation. No log of business inspections is kept.

RECOMMENDATION: A log needs to be established which includes all businesses in the Coastal Division ISU jurisdiction which meet the criteria of Section 2805 of the Vehicle Code (VC), and the dates and results of their inspections be included.

ACTION ITEM: The results need to include a complete report, supporting documents, and a complete list of vehicles and component parts located on the premises at the time of the inspection, including VIN, make, and model descriptions.

CASE ASSIGNMENTS

Item 5

Currently, Coastal Division ISU does not have a means for tracking or retrieving case information such as subjects involved in suspended cases, methods of operations, geographical similarities, etc.

RECOMMENDATION: The use of a database to house this information can be instrumental in developing links to professional theft rings and thieves. Data could also be utilized to develop trends which could be used for deployment purposes.

IMPOUNDED VEHICLES

Item 2

The evaluation team conducted a review of the Coastal Division ISU files which contain information on cases in which vehicles were impounded pursuant to 10751 VC. The files were very thorough. However, care needs to be taken to ensure confidential information is not included in the reports.

Coastal Division ISU personnel strive to give priority to vehicle and component part storages made pursuant to 10751 VC in order to ensure storage fees are not accrued unnecessarily.

RECOMMENDATION: A log should to be kept to track vehicle storage status. The log would serve as an additional tool with which to manage vehicle storage.

OCCUPATIONAL SAFETY

ACTION ITEM: Occupational safety issues unique to ISU operations need to be included in the SOP.

CONFIDENTIAL FUND

Items 1-8

The Coastal Division ISU confidential fund has a balance of \$10,000. Due to the distance from the main ISU office, \$2,500 in confidential fund currency is maintained by the sergeant responsible for the southernmost ISU jurisdiction. Both funds are audited regularly by the sergeants and lieutenant. Although all funds were ultimately accounted for, the record keeping and logs were difficult to review. It was clear that, until recently, confidential fund records were poorly managed.

RECOMMENDATION: All fund audits need to be conducted at consistent intervals, and all entries made in a timely manner. The ISU supervisors and managers should be more involved in the management of these funds. Additionally, Coastal Division ISU supervisors are reminded of the importance to cross-reference all expenditures from the confidential fund with copies of documents, recording of currency serial numbers, and log entries.

VEHICLE IDENTIFICATION NUMBER PROGRAM

Items 1-6

The monthly VIN reports from Coastal Division Areas were reviewed. It was noted that Areas are frequently not completing Section E of the CHP 97 and CHP 97A. All sections are required to be completed. Because closed felony files are only retained for a limited amount of time, and the VIN documents are retained at FSS for 50 years, a recommendation was made that the CHP 97B, prepared when issuing a replacement VIN, should indicate any applicable case numbers as well as details of the case. This practice aids future follow-up investigations when copies of these documents are requested by officers in the field. It is also suggested that the means by which the VIN was verified be indicated on the CHP 97B, whether by secondary VIN, frame number, transmission number, engine number, fork number, NICB information, or other method.

RECOMMENDATION: The Division ISU personnel should review Area VIN reports prior to submission to FSS to ensure all forms, including the CHP 97, 97A, and 97B, are properly completed. This will aid in determining training needs, and in developing rapport with Area VIN officers.

The ISU coordinator was reminded that a report is required to be sent quarterly to FSS listing all personnel within Coastal Division authorized to have access to

secondary VIN information. The list must include Area VIN personnel, and their alternates, as well as all ISU personnel authorized to receive this information.

VEHICLE THEFT ACTIVITY REPORTS

There were no topics for discussion in this category.

INFORMANT FILES

Items 1-6

Coastal Division ISU supervisors encourage the use of informants and the Confidential Fund. It was noted that the GSO maintains the informant files. This officer is supervised by the part-time sergeant, who has limited experience with ISU policies and procedures.

RECOMMENDATION: A full-time ISU sergeant should be custodian of the informant files.

ACTION ITEMS:

- Entries for each informant contact must be logged on the back of the CHP 303, including the contact resulting in the signing of the CHP 303.
- Documents should contain informant numbers and case numbers.
- The format of the assigned informant numbers needs to be changed so informants can be clearly identified and tracked. A commonly used numbering system is the year, followed by the informant number. For example, the first informant for 2009 would be 2009-01.
- The serial numbers of any monies dispensed to informants, buy/busts, buy/walks, (i.e., copies of the bills kept in the file) need to be recorded.
- Signatures on all forms are necessary.
- All inactive informant files older than five years must be purged and destroyed.
- Informant numbers must be cross referenced with entries in the confidential log when applicable.

AREA REPORT

There were no topics for discussion in this category.

M e m o r a n d u m

Date: June 03, 2009

To: Southern Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Enforcement Services Division

File No.: 060.A04717.065.Chpt 8 Eval509

Subject: INVESTIGATIVE SERVICES UNIT EVALUATION

Enclosed is the final report resulting from the Investigative Services Unit evaluation conducted by Field Support Section April 20 - 24, 2009, in accordance with HPM 81.1, Chapter 8. Once the evaluation has been reviewed, please sign where indicated, and return a copy to Field Support Section, attention Lieutenant Chris Costigan. Please note that there were corrections deemed necessary and that a correction report is due to Field Support Section, attention Lieutenant Chris Costigan, no later than June 25, 2009. If you have any questions regarding this matter, please contact Captain Mark Brunet or Lieutenant Chris Costigan at (916) 445-0752.



D. A. VERTAR, Chief

SOUTHERN DIVISION
Investigative Services Unit
Chapter 8 Evaluation
April 20-24, 2009

SUMMARY:

Items noted on the CHP 450 as needing correction are identified below. Additionally, recommendations are addressed, specific to the categories listed on the CHP 450.

DIVISION MANAGEMENT

Item 8:

Although the vehicle theft statistical reports provided for information to Southern Division Investigative Services Unit (ISU) are reviewed and discussed, their value in determining theft trends is minimal. This is due mainly to the scope of the vehicle theft problem in Los Angeles County, and the fact that the theft and recovery information does not include locations of theft, only the identifiers of the agencies taking the theft and recovery reports.

Item 14:

There are several vehicle theft task forces operating within the jurisdiction of Southern Division ISU which, although they work with the CHP, they do not have CHP participation. These include Consolidated Effort to Combat Auto Theft (CECAT), Burglary/Auto Division Commercial Auto Theft (BADCAT), and Cargo Criminal Apprehension Team (Cargo CAT). None of the task force units within Southern Division ISU jurisdiction have CHP supervisory participation, with the exception of the Cargo Theft Interdiction Program (CTIP).

RECOMMENDATION: It is recommended that supervisory functions be sought on the vehicle theft task forces, in accordance with HPM 81.1, Chapter 9.

Item 16:

There have been two investigator positions and one sergeant position transferred from the ISU to fill positions within the Southern Division Applicant Investigations Unit. None of these positions have been refilled.

RECOMMENDATION: Los Angeles County suffers from a significant vehicle theft problem. Having adequate personnel available to investigate vehicle theft cases is critical to achieving goals set forth in the Department's Strategic Plan. It is recommended that replacements for the three positions taken from the ISU be evaluated.

INVESTIGATIVE SERVICES UNIT STRUCTURE

Item 3:

The two primary ISU sergeant positions perform a variety of administrative functions in addition to their supervisory functions.

The ISU personnel interviewed related that staffing is not adequate to keep up with the volume of cases coming in, in conjunction with peripheral duties being performed. There is no back-log of cases, because with few exceptions, requests for assistance which come from the field are evaluated and only those with a high likelihood of development into a major case are undertaken.

RECOMMENDATION: Another sergeant position would enable a redistribution of supervisory and administrative functions, allowing the present sergeants more time to focus on the primary functions of their positions. Refilling the relocated investigator positions would provide more coverage for cases referred by field commands.

Item 6:

The Southern Division ISU investigators are assigned Area offices for which they are responsible according to the location of the investigator's residence. This allows for a more rapid response for Area call-outs. Due to the volume of vehicle theft cases in the Los Angeles area, however, it is often necessary to assign cases from outside an investigator's designated geographical location.

COORDINATOR'S ROLE

Item 9:

Southern Division's ISU coordinator does not attend Area staff meetings on a regular basis. Communication with Area commands is usually via telephone, or through the ISU sergeants.

RECOMMENDATION: Maintaining good communications with Area commands is instrumental in acquiring command proactive participation in the vehicle theft program. It is recommended that Area staff meetings and or briefings be attended by Southern Division ISU management to facilitate that communications network.

Item 11:

Although no formal written goals have been set for the ISU coordinators, goals are verbally communicated. The goals direct that job performance be conducted correctly, safely, and effectively. It is expected that there be an increase in the number of call-outs responded to by investigators, and that efforts toward achieving the goals set forth in the Department's Strategic Plan be made.

VEHICLE THEFT SUPERVISOR'S ROLE

Item 23:

It was estimated that approximately 50 percent of the sergeants' time is spent performing functions other than their primary ISU functions. These include task force investigator supervision, grant projects, and administrative functions.

RECOMMENDATION: The addition of a sergeant position to the Southern Division ISU would help to alleviate the burden of so many ancillary duties. Additionally, seeking supervisory roles within the vehicle theft task forces would allow the sergeants to focus on investigation oversight.

UNIT OPERATION

Item 8:

A formal equipment inventory was conducted in 2008. Although that audit revealed missing minor equipment, all items were accounted for and reports completed as required by the auditors.

UNIT STANDARDS, OPERATING PROCEDURES, AND DIRECTIVES

Item 15:

The ISU Standard Operating Procedures Manual (SOP) did not contain any information regarding undercover vehicle operation, or occupational safety goals for the ISU.

After reviewing both a hard copy of the SOP during this evaluation, and an emailed copy of the SOP forwarded to FSS prior to the evaluation, it was determined that the SOP has not been updated to incorporate current duty statements, WSP procedures, or Special Operations Team procedures. The program goals statements included in the SOP have not been updated since 1999, and the Area assignment roster has not been updated since 2001.

ACTION ITEM: A complete review of the SOP needs to be accomplished and the SOP revised to identify, remove, and/or update outdated goals, duty statements, and procedures, and to incorporate procedures for newly implemented programs. A copy of the revised SOP shall be forwarded to FSS upon its completion.

Item 17:

Criminals are becoming more sophisticated in their abilities to identify individuals they come into contact with, including law enforcement. Having undercover identification for investigators, and undercover vehicles registered to a Mail Boxes, Etc., for example, helps to preserve anonymity during investigations.

RECOMMENDATION: All investigators should be provided with undercover identification, and unmarked cars should have undercover registration. Because the process is lengthy, requests should be submitted before the need arises.

MEETINGS AND TRAINING

Item 8:

Staff meetings are held regularly, however, no minutes of these meetings are kept.

RECOMMENDATION: It is suggested that minutes of formal staff meetings be used as a tool in establishing goals and evaluating performance.

PERFORMANCE MEASURES

Item 10:

The interview of ISU personnel indicated that an average of one business inspection a week, conducted pursuant to 2805 of the California Vehicle Code (CVC), was being conducted by ISU personnel. However, a review of the logs for 2805 CVC inspections revealed only a few have been conducted in the past 12 months. Further review and interviews indicated that the majority of the 2805 CVC inspections were conducted in conjunction with task force personnel, and therefore not logged on the Southern Division ISU log.

RECOMMENDATION: It is recommended that all inspections conducted by ISU personnel pursuant to 2805 CVC be logged on the ISU log. With the large volume of businesses to which 2805 CVC applies, this log will facilitate tracking of the scheduled random inspections and ensure that none are overlooked.

CASE ASSIGNMENTS

Item 5:

The Automated Information System (AIS) is utilized to retrieve case information; however, the information that is available is limited and does not allow for the retrieval of information which would assist in developing trends.

Item 13:

This evaluation revealed that the 10851 award pins are controlled by an Office Technician within the clerical unit. The pins are kept in a desk drawer.

ACTION ITEM: Because the 10851 award pins are considered controlled items, it is required that the pins be kept in a locked location, limiting access.

IMPOUNDED VEHICLES

Item 2 and 5:

Area office facilities are used for storage of vehicles seized pursuant to 10751 CVC, whenever possible. Additionally, evidence tows are used to aid in cost reduction. Investigators obtain waivers and look at the vehicles right away. A clipboard in the sergeants' office contains copies of the CHP 180s, which are reviewed regularly.

The majority of the 10751 CVC seizures made by Division investigators are as a result of 2805 CVC business inspections. A review of the 10751 CVC files revealed that care needs to be taken to ensure that all signatures are present and that all supporting documents, photos, etc., are contained in the files. This includes lists of any items seized with the vehicle.

RECOMMENDATION: It is recommended that a formal log of all 10751 CVC storages be kept to allow for tracking, review, and reduction of storage charges.

ACTION ITEM: Supervisors need to review 10751 CVC files to ensure their accuracy and thoroughness. All signatures for waivers must be obtained, and all items seized with the vehicle must be accounted for. Registered owners and legal owners need to be properly identified, and criminal charges, or the lack thereof, need to be documented.

OCCUPATIONAL SAFETY

Item 2:

Currently there are no occupational safety goals set for the ISU personnel separate from other Division personnel. Due to the types of high-risk operations which ISU personnel are involved in, which differ from routine CHP operations, separate occupational safety goals are warranted.

ACTION ITEM: The Southern Division SOP needs to include a separate reference to occupational safety and goals to be met within the ISU.

CONFIDENTIAL FUND

Item 6:

A review of the confidential fund revealed the following:

- Missing monthly audit memos.
- Copies of reimbursement checks were not kept with the files.
- Some of the dates on the CHP 303Cs do not match dates for the corresponding transactions on the ledger.
- There were cases when there were two transactions on the same date, and although they were different cases, they involved the same informant.
- There were expenditures exceeding the amounts which require additional approvals, with no copies of the corresponding approval kept with the file.

RECOMMENDATION: It is recommended that care be taken to ensure the dates listed on the ledger match those on the CHP 303 and CHP 303C. This facilitates reconciliation and audit processes.

ACTION ITEM: The following action is necessary:

- Copies of reimbursement checks need to be kept with the files.
- Monthly audit memos need to be kept in the file, chronologically.
- Payouts must not be made in a manner which circumvents the need for approval.
- Authorization for payouts exceeding the maximums established by departmental policy shall be obtained in writing and copies placed in the file with the confidential fund records.

VEHICLE IDENTIFICATION NUMBER (VIN) PROGRAM

Item 6:

Four months of monthly VIN reports from Southern Division Areas were reviewed. It was noted that Areas are frequently not completing Section E of the CHP 97 and CHP 97A, and that other vehicle identification information contained on the CHP 97B, was brief.

All sections of the CHP 97, CHP 97A, and CHP 97B are required to be completed. Closed felony files are only retained for a limited amount of time at Area and Division level, and the monthly VIN reports are retained at FSS for 50 years. For this reason, the CHP 97B, prepared when issuing a replacement VIN, should indicate any applicable case numbers as well as details of the case. This practice aids future follow-up investigations when copies of these documents are requested by officers in the field. It is also suggested that the means by which the VIN was verified be indicated on the CHP 97B, whether by secondary VIN, frame number, transmission number, engine number, fork number, NICB information, or other method.

RECOMMENDATION: The Division ISU personnel should review Area VIN reports prior to submission to FSS to ensure all forms, including the CHP 97, CHP 97A, and CHP 97B, are properly completed. This will aid in determining training needs, and in developing rapport with Area VIN officers.

ACTION ITEM: The ISU coordinator was reminded that a report is required to be sent quarterly to FSS listing all personnel within Southern Division authorized to have access to secondary VIN information. The list must include Area VIN personnel, and their alternates, as well as all ISU personnel authorized to receive this information.

VEHICLE THEFT ACTIVITY REPORTS

No items for comment.

INFORMANT FILES

All ISU supervisors encourage the use of informants and the confidential fund. A review of the informant files indicates the following:

Item 3 – 4:

- Entries for each informant contact must be logged on the back of the CHP 303, including the contact resulting in the signing of the CHP 303.
- Dates listed on the CHP 303, CHP 303C, and entered on the ledger, must match.
- Documents should contain informant numbers and case numbers.

- There were entries missing from the CHP 303s which were listed in the confidential fund ledger and the CHP 303Cs.
- The serial numbers of any monies dispensed to informants, buy/busts, buy/walks, (i.e., copies of the bills kept in the file) need to be recorded.
- Signatures on all forms are necessary.
- Informant numbers must be entered on the CHP 303 and cross referenced with entries in the confidential log when applicable.

ACTION ITEM: Supervisors must ensure informant files are audited at least quarterly for accuracy. This includes dates that match and expenditures that do not exceed those established in departmental policy without the appropriate approvals. Quarterly updates to the criminal history, driver license, and warrant history must be included with all active informant files.

AREA REPORT

Item 4:

There is no central database in which to record information regarding professional vehicle thieves. A database of this nature would be extremely advantageous in developing cases involving multiple suspects and large vehicle theft rings.

Item 7:

Currently supervisors do not regularly review cases rejected for complaint filing.

RECOMMENDATION: A periodic review of cases which are rejected by the district attorneys for complaint filing is recommended. This will assist the ISU coordinator and supervisors in determining training needs, where personnel deficiencies are noted. Additionally, discussions with the district attorneys office regarding their expectations and criteria for prosecution can aid in relationship development with the local judicial branches.

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

AREA	DIVISION	NUMBER
Southern Division ISU	Southern Division	509-2009-02
EVALUATED BY		DATE
Lieutenant Chris Costigan		04/20/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE	
<input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Self			
FOLLOW-UP REQUIRED		COMMANDER'S SIGNATURE	DATE
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
BY June 25, 2009			
DIVISION MANAGEMENT		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/> CORRECTED <input type="checkbox"/>

1. Does the Special Services Commander oversee the Vehicle Ownership Security Program? ☒ Yes ☐ No
2. What is the chain of command in the ISU? The chain of command for the Southern Division Investigative Services Unit (ISU) is:
Chief - Captain - Lieutenant - Sergeants.

3. Is Division Management Actively Involved? ☒ Yes ☐ No
4. What operational considerations are unique to the ISU? Unique operational considerations for the Southern Division ISU include the scope of the vehicle theft problem in Los Angeles County; allied agency dependency on the unit's expertise; perceived competition between the task forces and the ISU, specifically the Taskforce for Regional Autotheft Prevention (TRAP); the proximity to the Los Angeles/Long Beach port; the Armenian and Russian contingency; the number and types of criminal and internal investigations handled by the ISU; and the size and make-up of the Safety Services Program (SSP) which is overseen by the ISU lieutenant.

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

5.	How are program responsibilities distributed among the assigned personnel? There are 4 sergeants in the Southern Division ISU. One sergeant oversees the SSP and K-9 programs. One sergeant oversees the core ISU personnel, and the federal high-tech crimes, and Child Safe programs, including 12 ISU investigators and 2 assigned to the federal task forces. Another sergeant oversees 4 salvage program personnel, and 7 task force personnel, including 3 investigators assigned to the AB 1050 task force, and 4 investigators who participate on the TRAP task forces. There is also a sergeant who oversees the Cargo Theft Interdiction Program (CTIP), which operates off-site at the port of Los Angeles, 1 investigator assigned to the Foreign Export and Recovery team (FEAR), and 1 investigator assigned to the Los Angeles/Long Beach Border Enforcement Security Team (LA/LB BEST), which is an immigration task force.		
6.	How are assigned personnel selected? Vacant positions are advertised, and interviews completed. Supervisors discuss the applicants, and current personnel are polled for opinions, prior to selection of new personnel. Interviews often consist of writing assignments. The selections focus on demonstrated ability, ease of supervision, writing ability, and how well they get along with their peers. Officers from Areas are placed in temporary positions in the ISU for training purposes when possible.		
7.	How are staffing needs determined? Staffing is based on Division allocations.		
8.	Review of county vehicle theft statistics completed?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
9.	Is adequate clerical support provided?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
10.	Are Area Commanders kept informed?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
11.	Do Area Commanders actively support the program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
12.	Is Division management aware of current cases and staffing?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
13.	Are there vehicle theft task forces operating within the Division?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
14.	Does Division management actively pursue management, supervisory and investigator roles on those task forces? (refer to HPM 81.1, Vehicle Theft Control Manual, Chapter 9)	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
15.	List the task forces and the departmental participation. There are five units that make up the TRAP task force. One CHP investigator is assigned to four of the units, and one ISU sergeant peripherally oversees the investigators' activities. CTIP has one sergeant supervisor and four investigators assigned. The AB 1050 task force has three investigators assigned. There is one investigator assigned to each of the following task forces: FBI Child SAFE and Secret Service Computer Crime Unit; LA/LB BEST; and LA IMPACT.		
16.	Have backfill positions been requested for personnel assigned to task forces?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

INVESTIGATIVE SERVICES UNIT STRUCTURE	EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
---------------------------------------	---	--	------------------------------------

1. How are supervisory functions assigned in the ISU? Primary supervisory functions are assigned according to task and workload.

2. Are there job descriptions for all assigned personnel?

☒ Yes ☐ No

3. Is the staffing of the ISU adequate?

☐ Yes ☒ No

4. What is the supervisor's span of control? There are 4 sergeants assigned to the ISU. The General Support Officer (GSO), evidence officer, and 12 investigators are supervised by 1 sergeant; the 4 TRAP, 4 salvage program, and 3 AB 1050 investigators are supervised by 1 sergeant; 1 sergeant supervises 4 CTIP investigators, 1 FEAR investigator, 1 LA/LB BEST investigator, and 1 clerical person; and 1 sergeant supervises the SSP and K-9 personnel.

5. On what basis are investigators assigned to geographical areas; i.e., caseload, accessibility, geographical barriers, etc.? Investigators are assigned an Area office for responsibility based on proximity to their residence, and their relationship with the Area personnel. This is for ease of response. There is a primary and alternate investigator assigned to each Area office in the Southern Division ISU jurisdiction.

6. Does geographical assignment of investigators match demonstrated vehicle theft problems?

☐ Yes ☒ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

ISU COORDINATOR'S ROLE		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Is the ISU coordinator a lieutenant or sergeant? The ISU coordinator is a lieutenant.			
2.	Is there an alternate ISU coordinator?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
3.	Does the coordinator have a clear understanding of the Vehicle Ownership Security Program requirements as outlined in Chapter 1 HPM 81.1?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
4.	Does the coordinator understand and actively administer his/her role as defined in Chapter 2 HPM 81.1?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
5.	Is the main emphasis of the ISU focused on investigation and prosecution of professional thieves?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
6.	Do the ISU statistics and cases show assigned personnel are concentrating their efforts on vehicle theft rings, etc.?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
7.	Does the coordinator meet with representatives from private industry having an interest in vehicle theft problems?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
8.	Does the coordinator review statistics and provide comments on demonstrated trends?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
9.	Does the coordinator attend Area office staff meetings?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
10.	Have any goals been set for the coordinator?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
11.	What goals have been set? The primary goals set for the coordinator include getting things done correctly, safely, and effectively, and to increase the number of call outs the unit responds to.			
12.	How are the goals set? Goals are set through discussions by management, and by reviewing cases to determine the number of warrants, number of cases worked, and the number of arrests made.			
13.	Are the goals met?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
14.	Is the coordinator responsible for other Division functions?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
15.	How much time does the coordinator spend on other responsibilities? The time spent on other responsibilities varies between 10 and 60 percent. Those duties include SSP, Multi-disciplinary Accident Investigation Team, Critical Incident Investigation Team (CIIT), Warrant Service Program (WSP), and administrative duties including CHP involved community programs and internal investigations.			
16.	Does the coordinator maintain a distribution schedule to track portable vehicle theft investigator equipment (i.e., laptop computers, cameras, etc.) issued by Enforcement Services Division, Investigative Services Section?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

VEHICLE THEFT SUPERVISOR'S ROLE		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	How many sergeants are assigned to the ISU? There are four sergeants assigned to the ISU.			
2.	What are the sergeant(s) duties? One sergeant supervises the GSO, evidence officer, and 12 investigators; the 4 TRAP, 4 salvage program, and 3 AB 1050 investigators are supervised by 1 sergeant; 1 sergeant supervises 4 CTIP investigators, 1 FEAR investigator, 1 LA/LB BEST investigator, and 1 clerical person; and 1 sergeant supervises the SSP and K-9 personnel.			
3.	Is/are the sergeant(s) conducting ride-alongs with assigned personnel?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
4.	How is this documented? Ride-alongs are documents on the CHP 100 forms.			
5.	What are the sergeant(s) training responsibilities? The sergeants ensure that all newly assigned personnel attend basic detective courses as well as interview and interrogation courses. The sergeant who oversees the salvage program ensures that the salvage officers attend and/or conduct weekly training at local DMV offices. All investigators are encouraged to seek out and attend all available training pertinent to their job function.			
6.	Does/do the sergeant(s) review all reports submitted by investigators?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.	Does/do the sergeant(s) meet with vehicle theft units from other agencies?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
8.	Is/are the sergeant(s) keeping current on legislation and case law impacting the vehicle ownership program?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
9.	Are the sergeant(s) CHP 118 comments appropriate and do they reflect the investigator's contributions to the ISU?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
10.	Does he/she review the investigator's CHP 136s?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
11.	How do investigators report the status of ongoing investigations? The status of ongoing investigations is discussed at monthly meetings, and as necessary. Additionally a CHP 136 statistical sheet is completed monthly.			
12.	How often are these investigator reports required? Monthly, or as cases develop.			
13.	Is there a backlog of cases?		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
14.	Is/are the sergeant(s) providing investigators with information on current vehicle theft trends?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
15.	Is/are the sergeant(s) actively involved in the management of cases?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.	Does/do the sergeant(s) encourage a team approach to large or complicated cases?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
17.	Does/do the sergeant(s) encourage the development of in-depth investigations?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

18.	Does/do the sergeant(s) encourage the use and maintenance of informants?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
19.	Has/have the sergeant(s) received advanced training in the investigative process?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
20.	Is/are the sergeant(s) familiar with the Vehicle Theft Information System (VTIS) reports?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
21.	Does/do the sergeant(s) take an active role in coordinating public affairs/news releases?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
22.	List any additional Division functions for which the sergeant(s) is/are responsible. Other areas of responsibility for the sergeants include the CIIT, WSP, administrative investigations, and street racing grants and operations.		
23.	How much time is required on these other responsibilities? Approximately 20 to 50 percent of the ISU sergeants' time is spent on functions other than the primary function of the ISU.		
24.	Have any goals been set for the sergeant(s)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
25.	What are the goals? Sergeants are expected to ensure their personnel are adequately trained, and to assist in the identification of training that is available. Goals to increase recoveries and decrease thefts go along with the goals set forth in the Department's Strategic Plan.		
26.	How are the goals set? Goals are identified through staff meeting discussions and talk with other Divisions about current trends.		
27.	Are the goals being met?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

UNIT OPERATION		EVALUATED	ACTION REQUIRED	CORRECTED
1.	What shift hours do the ISU personnel work? Most of the investigators work a 5/8 shift, Monday through Friday. The sergeants and some investigators work a 4/10 shift, alternating Mondays and Fridays off.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	What call-out procedures and controls are being used? Areas are required to go through the communications center for call-outs. The communications center personnel contact an ISU supervisor who evaluates the need and then assigns the investigator to the case. An exception to this would be for questions-only type contacts which require ISU expertise. Area personnel contact investigators directly in these instances. The lieutenant is contacted only in cases of major events or high media coverage.			
3.	How are vehicles and equipment being assigned; i.e., are there any special or seized vehicles being used in the Division? Vehicles are assigned by seniority. Equipment is assigned to all investigators according to need.			
4.	Who is responsible for the portable vehicle theft investigator equipment issued by Investigative Services Section and vehicle inventory? Each investigator is responsible for the equipment assigned to them. Equipment is tracked in a database, which is monitored by the GSO.			
5.	Who is responsible for the vehicle inventory? A sergeant and the GSO complete a vehicle inventory once a year.			
6.	Has the inventory been audited?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
7.	Have any discrepancies been noted?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
8.	What were the discrepancies? There were minor issues with missing equipment, which have been corrected.			
9.	Have all the discrepancies been cleared?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
10.	Has the ISU fleet had a recent Category Six Inspection per HPG 22.1, Area Resources Management Guide?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
11.	Is the Division Chief made aware of newsworthy investigations by the ISU personnel?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
12.	Are there procedures in place for disseminating newsworthy information regarding arrests to the media?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

13. When and how was the last evaluation conducted (Enforcement Services Division or self)? A formal evaluation was conducted in November, 2005 by Field Support Section (FSS) personnel.

14. Was there required action as a result of the last evaluation? ☐ Yes ☒ No

15. When were corrections made? N/A

16. Were the results of the evaluation discussed with the ISU personnel? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

UNIT STANDARDS, OPERATING PROCEDURES AND DIRECTIVES		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input checked="" type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Is there a system in place for providing training to Area officers?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.	Does the ISU support Area personnel with training and investigative assistance; i.e., call-outs, training day/ briefing presentations and ride-alongs?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
3.	How often are investigators called out to assist Areas? The frequency of Area call-outs is approximately weekly.			
4.	What is the ISU call-out procedure? Areas are required to go through the communications center for call-outs. The communications center personnel contact an ISU supervisor who evaluates the need and then assigns the investigator to the case. An exception to this would be for questions-only type contacts which require ISU expertise. Area personnel contact investigators directly in these instances. The lieutenant is contacted only in cases of major events or high media coverage.			
5.	Are Area personnel used in vehicle theft operations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
6.	What are the ISU procedures for conducting search warrants? A case is developed, the supervisor is advised of the need for the warrant, an operational plan is developed, the warrant is written, the supervisor reviews the warrant, the warrant is submitted to the District Attorney (Los Angeles County does not require district attorney approval), the judge's signature is obtained, the WSP is advised of the service, the service is scheduled, the warrant is served, the return is completed, the WSP number is obtained from FSS.			
7.	Are search warrants being utilized to facilitate investigations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
8.	Are CHP Warrant Service Teams used to execute high risk warrants?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
9.	Are the ISU personnel following guidelines in General Order 100.84, Warrant Service Program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
10.	Are allied agencies tactical teams available to assist with warrant service?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
11.	Is training provided on building searches?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
12.	Does the ISU have an evidence room?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
13.	Is there an evidence officer?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
14.	Has there been a recent special functions inspection per Chapter 15, HPG 22.1, Area Resources Management Guide?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
15.	Does the Division have a Standard Operating Procedure on undercover vehicle operation?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

16. How are investigator's confidential (undercover) identifications processed? Requests are made through FSS for processing to Assistant Commissioner Field, then to the Social Security Administration and the Department of Motor Vehicles. The ISU coordinator was advised by the evaluation team of changes in the processing procedures for these requests.

17. Do all investigators have confidential identifications? None of the ISU personnel have confidential identification. Therefore, items 18 and 19 below are unanswered.

18. Are the identifications current and valid? ☐ Yes ☐ No

19. Is there a suspense system set up for renewing the identifications? ☐ Yes ☐ No

20. How are unmarked cars registered? A registration check on the unmarked vehicles return a status of "No Record on File".

21. Do any unmarked cars have undercover registration? ☐ Yes ☒ No

22. Are the investigators aware of the undercover registration? ☒ Yes ☐ No

23. Are all investigators familiar with the Mexico Liaison Program? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

MEETINGS AND TRAINING		EVALUATED	ACTION REQUIRED	CORRECTED
1.	How often does the Division manager, responsible for overseeing the Vehicle Ownership Security Program, meet with the ISU coordinator? The Southern Division captain meets daily with the ISU coordinator and weekly with Division management.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	How often does the ISU coordinator attend Division Area Commanders' Conferences? The lieutenant attends the Division Area Commanders' Conferences (DACC) when the captain is not available to attend.			
3.	How often does the Division Chief attend ISU staff meetings? The Division chief attends ISU staff meetings two to three times a year.			
4.	Does the Division manager, responsible for the Vehicle Ownership Security Program, attend ISU staff meetings?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
5.	What specialized training is being provided to ISU personnel? Investigators in the ISU are provided opportunities to attend the following training courses when they are available: detective, homicide, interview and interrogation, search warrant, wire tap, gang conference, computer forensics, National Technical Investigators Association training, surveillance, officer involved shooting, narcotics tactical operations, and officer safety.			
6.	Is there a structured training program for new ISU personnel?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
7.	Are staff/unit meetings scheduled on a regular basis?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
8.	Are minutes of staff/unit meetings reviewed and action items clearly identified?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
9.	Are vehicle theft trends and current cases discussed at staff/unit meetings?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
10.	Does the ISU coordinator meet with allied agencies and other support groups?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
11.	How does Division monitor ISU mandated training requirements? Mandated training is tracked in the Electronic Training Records System, and monitored by management.			
12.	Are all ISU personnel training records up to date?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
13.	Are vehicle theft training and legal bulletins disseminated and reviewed with investigators?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

PERFORMANCE MEASURES		EVALUATED	<input checked="" type="checkbox"/>	ACTION REQUIRED	<input checked="" type="checkbox"/>	CORRECTED	<input type="checkbox"/>
1.	Does the Division manager, responsible for the Vehicle Ownership Security Program, regularly review the Division vehicle theft statistics?		<input checked="" type="checkbox"/>	Yes		No	<input type="checkbox"/>
2.	Are trends or significant changes in the statistics discussed with the ISU coordinator?		<input checked="" type="checkbox"/>	Yes		No	<input type="checkbox"/>
3.	How is progress, or lack of progress, in the Division program handled? Progress and the lack of progress is addressed at unit meetings through discussion, and recognized at staff meetings by the chief. Encouragement is offered at these meetings to focus on trends in order to increase proficiency.						
4.	How are goals set? Due to the volume of the vehicle theft problem in Los Angeles county, no measurable goals have been set. Goals focus more on active involvement with Area and allied agencies, and encouragement toward increasing recoveries and decreasing vehicle theft overall.						
5.	Are the goals realistic?		<input checked="" type="checkbox"/>	Yes		No	<input type="checkbox"/>
6.	Are the goals being met?		<input checked="" type="checkbox"/>	Yes		No	<input type="checkbox"/>
7.	How often are the goal accomplishments reviewed with the Division Chief? The goals are reviewed at weekly meetings with staff, and at the DACCs.						
8.	Does the ISU appear to be focussing on the professional thieves?		<input checked="" type="checkbox"/>	Yes		No	<input type="checkbox"/>
9.	Does the ISU actively contribute to the Department's role as Statewide Vehicle Theft and Apprehension Coordinator?		<input checked="" type="checkbox"/>	Yes		No	<input type="checkbox"/>
10.	Does the ISU selectively inspect business establishments most commonly used to dispose of stolen vehicles and major components?		<input checked="" type="checkbox"/>	Yes		No	<input type="checkbox"/>
11.	Is the ISU actively involved in commercial and specialized vehicle theft investigations?		<input checked="" type="checkbox"/>	Yes		No	<input type="checkbox"/>
12.	Does the ISU investigate motorcycle related businesses and activities?		<input checked="" type="checkbox"/>	Yes		No	<input type="checkbox"/>
13.	What percentage of investigations involve multiple vehicles? Approximately 80 percent of the ISU investigations involve multiple vehicles.						
14.	What percentage of investigations involve multiple suspects? Approximately 60 - 80 percent of the ISU investigations involve multiple suspects.						

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

CASE ASSIGNMENTS	EVALUATED	ACTION REQUIRED	CORRECTED
1. How are cases assigned? Cases are assigned based on geographic location, expertise, and caseload.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. What criteria is used to determine which cases to pursue? Cases are pursued when it is determined that it will involve considerable follow-up, the case is of a sensitive nature, or there is a high probability for conclusion.			
3. When are cases terminated? Cases are terminated when they no longer are moving forward, all leads are exhausted, the case is no longer viable, or when an arrest is made.			
4. What criteria is used to terminate a case? See above.			
5. Is there a method in place for retrieving case information; i.e., subjects involved in suspended cases, geographical and method of operations similarities, etc.?		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
6. How is the ISU's Commercial and Specialized Vehicle Theft Program organized? The CTIP team focuses on commercial type thefts. There are investigators in the ISU who have developed expertise in specific types of vehicles, including commercial and construction equipment.			
7. What goals has the ISU set for commercial and specialized vehicle theft activity? No formal commercial or specialized vehicle theft activity goals have been set, however, the ISU coordinator encourages involvement with the Construction Equipment Crime Prevention Program.			
8. Does Division management participate in the 10851 awards program?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
9. Are 10851 award recipients receiving proper recognition?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
10. Review of HPM 150.1, Departmental Awards Manual, Chapter 3, completed?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
11. Is the Division Chief attending awards ceremonies?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

12. How much participation is there from allied agencies? Most allied agencies participate in the 10851 Program.

13. Are the 10851 award pins kept in a secure place and under inventory control?

☒ Yes

☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

IMPOUNDED VEHICLES		EVALUATED	ACTION REQUIRED	CORRECTED
1.	Does the ISU have a review process for vehicle impounds (10751 and evidence)? (Refer to HPM 81.1, Vehicle Theft Control Manual, Chapter 5 and the HPM 81.2, Vehicle Procedures Manual, Chapters 1 and 4.)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
2.	What type of control is in place for avoiding excess storage costs on impounded vehicles? Most 10751 VC storages are completed at Areas. See summary for comments.			
3.	Are investigators familiar with the procedures on seized vehicles contained in Chapter 6, (Department use of seized vehicles), HPM 81.1?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
4.	Review of violation of Vehicle Code Section 10751 package (CHP 180, 181, 181A-C and court petitions) completed?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
5.	Are the requirements as outlined in Chapter 5 of the HPM 81.1, Vehicle Theft Control Manual, being met?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION**Vehicle Ownership Security Program Evaluation Checklist**

CHP 450 (New 7-03) OPI 065

OCCUPATIONAL SAFETY		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input checked="" type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Are the special hazards associated with undercover operations stressed during training days?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.	Does the ISU have its own occupational safety goals?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
3.	Has the required safety check ride-along been accomplished on all ISU personnel?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
4.	Are the ISU goals being meet?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
5.	Are there any accident or injury trends?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

CONFIDENTIAL FUND

EVALUATED



ACTION REQUIRED



CORRECTED



1. How much money is kept in the Division confidential fund? There is \$10,000 kept in the Southern Division ISU confidential fund.

2. Who audits the fund and transaction records? One sergeant is responsible for the day-to-day paperwork associated with the confidential fund, and one sergeant is responsible for the monthly audits. The audits are reviewed by the lieutenant.

3. Are receipts on file for all expenditures not associated with informants? ☒ Yes ☐ No

4. Are investigators encouraged to maintain an active informant base? ☒ Yes ☐ No

5. Review of records of confidential fund expenditures completed? ☒ Yes ☐ No

6. Do any expenditures exceed authorization (coordinator up to \$750, Division Chief up to \$2,000, Assistant Commissioner, Field, over \$2,000)? ☒ Yes ☐ No

7. Is the fund balance correct? ☒ Yes ☐ No

8. Are there outstanding travel expense claims? ☒ Yes ☐ No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

VEHICLE IDENTIFICATION NUMBER PROGRAM	EVALUATED	ACTION REQUIRED	CORRECTED
1. Who is responsible for the security of the information related to confidential secondary VIN locations? This information is locked in a file in the sergeants' office, and is maintained by investigators.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Is the secondary VIN information kept in a locked file?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/> No
3. Who has access to the file? All investigators and sergeants have access to the secondary VIN information.			
4. How is the Division VIN program structured? Each Area in Southern Division has a VIN program. Additionally, two ISU investigators and four salvage program investigators issue replacement VINs. There are quarterly VIN/Salvage meetings held involving all Area and Division VIN/Salvage personnel.			
5. Are Division vehicle theft investigators required to do VIN assignments?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/> No
6. If the ISU personnel make such assignments, is there a recent HPG 22.1, Area Resources Management Guide, Chapter 15, Special Functions Inspection on file?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/> No

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

VEHICLE THEFT ACTIVITY REPORTS		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED <input type="checkbox"/>	CORRECTED <input type="checkbox"/>
1.	Review of CHP 136 and the CHP 136C (Vehicle Theft Activity Reports) completed?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.	Are all investigators contributing to the program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
3.	How is the investigators' activity evaluated for outstanding and deficient levels? Investigators' activity is evaluated by review of CHP 136 forms and case review.			
4.	Have deficient investigators received counseling and is this properly documented?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
5.	How is overall ISU activity evaluated? The ISU activity is evaluated by a review of cases and the CHP 136 and CHP 118 forms to determine if the activities are consistent with Division goals.			
6.	How is Division management documenting feedback on program accomplishments? The supervisors include comments on deficient or outstanding ratings on the investigators' CHP 136 and CHP 118 forms. The investigators' activities are compared to the Division goals, taking into account the type of cases being investigated and the work load.			

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

CHP 450 (New 7-03) Page 20 of 21

INVESTIGATIVE SERVICES UNIT EVALUATION

Vehicle Ownership Security Program Evaluation Checklist

CHP 450 (New 7-03) OPI 065

AREA REPORT

EVALUATED



ACTION REQUIRED



CORRECTED



1. How does the ISU use information from the CHP 136E, Vehicle Theft Report? The CHP 136E, Vehicle Theft Report, is used for training training purposes, and in determining trends. The report is discussed at monthly meetings.

2. Is there a review of the CHP 136E Vehicle Theft Report information to determine if any similarities exist with current cases or activity in other Areas? ☒ Yes ☐ No
3. Do investigators review names of suspects arrested by Areas for known professional vehicle thieves? ☒ Yes ☐ No
4. Are the names of known professional vehicle thieves entered into a data base? ☐ Yes ☒ No
5. Are arrest/investigation reports reviewed by a supervisor? ☒ Yes ☐ No
6. Are arrest/investigation reports filed at Division or an Area Office? Reports are filed at Division (CTIP cases filed at their location).
7. When arrest/investigation reports are rejected for complaint filings, are supervisors reviewing the reports with the investigator to determine what could have been done to improve the investigation package? ☐ Yes ☒ No